STIC Search Report
EIC 2600

USPTO

STIC Database Tracking Number: 121596

TO:	From:
Olisa Anwah **Location: PK2 – 8A50** **Art Unit : 2645** **Tuesday, May 11, 2004** **Case Serial Number: 09621715**	**Vamshi Kalakuntla** **Location: EIC 2600** **PK2-3C03** **Phone: 306-0254** **Vamshi.kalakuntla@uspto.gov**

Search Notes

Dear Olisa Anwah;

Attached please find the results of your search request 09621715.
I searched the standard Dialog files, IBM TDBs, IEEE, DTIC STINET, and the Internet.

If you would like a re-focus please let me know.
Please feel free to contact me if you have questions or concerns. Thank you and have a great day.

Please take a moment and fill out the attached feedback form. Thank you.

sira
Search and Information Resources Administration

Access DB# 121596

(14)

SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: OLISA ANWAH Examiner #: 79288 Date: 5/7/4

Art Unit: 2645 Phone Number 305-4814 Serial Number: 09/621,715

Mail Box Location: _____ Results Format Preferred (circle): PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

****

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: VOICE AND TELEPHONE KEYPAD BASED DATA ENTRY METHOD FOR INTERACING.

Inventors (please provide full names): HADI PARTOVI RODERICK BRATHWAITE, DAVID ALPERT JEREMY BECKHAM

Earliest Priority Filing Date: 05/02/2000

**For Sequence Searches Only* Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.*

SEE ATTACHED EXAMPLE

****

STAFF USE ONLY

Searcher: Vamshi Kalakuntla

Searcher Phone #: 703 306 0256

Searcher Location: PK2 3C03

Date Searcher Picked Up: 5/10/04 11:00 pm

Date Completed: 5/11/04 2:30 P

Searcher Prep & Review Time: 200

Clerical Prep Time: _____

Online Time: 220

Type of Search

NA Sequence (#) _____

AA Sequence (#) _____

Structure (#) _____

Bibliographic ✓

Litigation _____

Fulltext ✓

Patent Family _____

Other _____

Vendors and cost where applicable

STN _____

Dialog _____

Questel/Orbit _____

Dr.Link _____

Lexis/Nexis _____

Sequence Systems _____

WWW/Internet _____

Other (specify) _____

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File 344:Chinese Patents Abs Aug 1985-2004/Mar
        (c) 2004 European Patent Office
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)
        (c) 2004 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2004/May W01
        (c) 2004 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20040429,UT=20040422
        (c) 2004 WIPO/Univentio
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200428
        (c) 2004  Thomson Derwent

Set     Items   Description
S1         84   AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWA-
              ITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J?
               OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S2          6   S1 AND (IVR OR VRU OR (SPEECH OR VOICE)(3N)(RECOGNITION OR
              RESPONSE))
S3          6   IDPAT (sorted in duplicate/non-duplicate order)
S4          6   IDPAT (primary/non-duplicate records only)
S5      11059   (DTMF OR DUAL()TONE()(MULTI()FREQUENCY OR MULTIFREQUENCY) -
              OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? -
              OR (KEY OR NUMBER OR DIAL)()(PAD OR PADS))(10N)(TELECOM? OR T-
              ELEPHON? OR PHONE?)
S6          6   S1 AND S5
S7          1   S6 NOT S4
```

4/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01383377
IP-based Interactive Voice Response **system for servicing calls from a PSTN**
Internetprotokoll-basiertes Sprachantwortsystem zum Bedienen von Anrufen aus einem PSTN
Systeme de reponse vocale interactif pour traiter des appels transmis sur un PSTN
PATENT ASSIGNEE:
Tellme **Networks** , Inc., (3311492), 1310 Villa Street, Mountain View, CA 94043, (US), (Applicant designated States: all
INVENTOR:
Jackson, Donald C., 17720 Vista Avenue, Monte Sereno, CA 95030, (US)
Epstein, Michael J.B., 1600 Villa Street, Apt 360, Mountain View, CA 94041, (US)
Giannandrea, John, 1310 Villa Street, Mountain View, CA 94041, (US)
Verber, Mark A., 2476 Whitney Drive, Mountain View, CA 94041, (US)
LEGAL REPRESENTATIVE:
Freeman, Jacqueline Carol (72181), W.P. THOMPSON & CO. Celcon House 289-293 High Holborn, London WC1V 7HU, (GB)
PATENT (CC, No, Kind, Date): EP 1175074 A2 020123 (Basic)
APPLICATION (CC, No, Date): EP 2001305599 010627;
PRIORITY (CC, No, Date): US 219911 000721; US 687484 001013
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/493
ABSTRACT WORD COUNT: 125
NOTE:
Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200204	578
SPEC A	(English)	200204	5047
Total word count - document A			5625
Total word count - document B			0
Total word count - documents A + B			5625

IP-based Interactive Voice Response **system for servicing calls from a PSTN**
PATENT ASSIGNEE:
Tellme **Networks** , Inc...

...ABSTRACT A number of computer systems can receive and handle the calls in the IP format, including: translating the packets into an audio format suitable for **speech recognition** and creating suitable packets from computer sound files for transmission back over the PSTN.

...SPECIFICATION A number of computer systems can receive and handle the calls in the IP format, including: translating the packets into an audio format suitable for **speech recognition** and creating suitable packets from computer sound files for transmission back over the PSTN.
In some embodiments, a proxy server is used to balance call...well. In contrast, most VoIP installations make use of (heavy) compression and

application program is a VoiceXML program.

4. The **voice response** system of Claim 2 or 3, further comprising a firewall in communication with the network medium for connecting the network server to an external IP network through the firewall, wherein the voice application program is remotely hosted on the external IP network.

5. The **voice response** system of Claim 2, 3 or 4, wherein the network server performs call control communications with the PSTN-to-IP gateway in accordance with a SIP protocol.

6. A scalable, computerized, Internet protocol (IP) based **voice response** system for servicing a plurality of calls received over a public switched telephone network (PSTN) comprising:

a PSTN-to-IP gateway for connecting to the...

...proxy server in communication with the PSTN-to-IP gateway for load balancing the plurality of calls amongst the plurality of network servers.

7. The **voice response** system of Claim 6, wherein each network server of the plurality of network servers comprises a host computer having a distinct network identification number.

8. The **voice response** system of Claim 7, further comprising a configuration server for automatically loading and configuring an initial software environment for the host computer during its initial ...

...format as a packet switched call;

forwarding the packet switched call in the VoIP format from the conversion device to a computer system; and

performing **speech recognition** on the call using audio data extracted from the VoIP format by the computer system.

10. The method of Claim 9, wherein the conversion device...

4/3,K/2 (Item 2 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

01367959

supporting development of a phone application code.

Verfahren und System zur Entwicklung eines Anwedungskode fur Telefon

Methode et systeme pour le development d'application de telephone

PATENT ASSIGNEE:

Tellme **Networks** , Inc., (3311491), 1310 Villa Street, Mountain View, CA 94041, (US), (Applicant designated States: all

INVENTOR:

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Partovi, Hadi , 2280 Green Street, San Francisco, CA 94123, (US)

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LEGAL REPRESENTATIVE:

Freeman, Jacqueline Carol (72181), W.P. THOMPSON & CO. Celcon House 289-293 High Holborn, London WC1V 7HU, (GB)
PATENT (CC, No, Kind, Date): EP 1164771 A2 011219 (Basic)
APPLICATION (CC, No, Date): EP 2001305112 010612;
PRIORITY (CC, No, Date): US 592241 000613
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-007/00; H04M-003/493
ABSTRACT WORD COUNT: 267
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200151	1144
SPEC A	(English)	200151	8125
Total word count - document A			9269
Total word count - document B			0
Total word count - documents A + B			9269

PATENT ASSIGNEE:
Tellme **Networks** , Inc...
INVENTOR:
... US)
Partovi, Hadi ...

...ABSTRACT in some embodiments all that is necessary is a web browser and network access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions. For example, in preparation for a sales pitch...

...libraries for common playback, input, and computational tasks. This focuses the development on application specific logic. Embodiments of the invention simplify the process of defining **speech recognition** grammars within their applications. Embodiments of the invention support rapid application deployment from the development environment to hosted application deployment to the intended audience.

...SPECIFICATION known as a programmer, to use specialized development software and/or hardware. For example, if a developer wanted to create phone applications using Nuance(TM) **voice recognition** software, from Nuance Communications, Menlo Park, California, they would have to set up a specialized development computer system, obtain the required telephony equipment, obtain suitable development tools (e.g. compilers), as well as obtain and install the necessary **speech recognition** system.
This cumbersome process drastically limits the number of people who can develop and deploy phone applications. Further, the software license fees and hardware costs...

...developer might need to obtain, configure, and have licenses to a variety of tools including: a speech recognizer, a speech programming toolkit, the target interactive **voice response** (**IVR**) system or telephony cards, a compiler, a comprehensive understanding of the grammars supported by the speech recognizer, and/or other specialized materials.
Further, emerging standards...

...in some embodiments all that is necessary is a web browser and network

access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions.

For example, in preparation for a sales pitch...on their local machines. Applications developed using the system can then be deployed, or hosted, in a platforms such as a voice portal, an interactive **voice response** (**IVR**) system, and/or some other voice access medium.

End users of phone applications can use telephones, including cellular telephones, to access the phone applications and...access to the recognition server 210, the audio server 213, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

The **recognition** server 210 supports **voice** , or **speech** , **recognition** . The **recognition** server 210 may use Nuance 6(TM) recognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. The execution engine 202 provides necessary grammars to the recognition server 210 to assist in the recognition process. The results from the recognition server...to a second state, that information is available to the developer while she/he is on the phone using the application. Similarly, the results of **speech recognition** can be shown, thus the developer can distinguish between a **speech recognition** error and a program logic error easily. In some embodiments the concurrency is in near real time with the call flow, or debugging, output being...in some embodiments all that is necessary is a web browser and network access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions.

Once the source code of phone application is...

...libraries for common playback, input, and computational tasks. This focuses the development on application specific logic. Embodiments of the invention simplify the process of defining **speech recognition** grammars within their applications. Embodiments of the invention support rapid application deployment from the development environment to hosted application deployment to the intended audience. Further...

4/3,K/3 (Item 3 from file: 347)

07194629 **Image available**

METHOD AND DEVICE FOR DEVELOPING ZERO FOOTPRINT TELEPHONE APPLICATION

PUB. NO.: 2002-063032 [JP 2002063032 A]
PUBLISHED: February 28, 2002 (20020228)
INVENTOR(s): KUNINS JEFF C
PARTOVI HADI
PORTER BRANDON W
MARX MATTHEW T
DAVIS ANGUS MACDONALD
MCCORMICK PATRICK
GIANNANDREA JOHN
CLARKE ANDREW
THAI TOM
WALTHER ECKART
HOWARD DANIEL J
EVERINGHAM JAMES R
APPLICANT(s): TELLME NETWORKS INC

APPL. NO.: 2001-177365 [JP 2001177365]
FILED: June 12, 2001 (20010612)
PRIORITY: 00 592241 [US 2000592241], US (United States of America), June 13, 2000 (20000613)

INVENTOR(s): KUNINS JEFF C
PARTOVI HADI
PORTER BRANDON W
MARX MATTHEW T
DAVIS ANGUS MACDONALD
MCCORMICK PATRICK
GIANNANDREA JOHN
CLARKE ANDREW
THAI TOM
WALTHER ECKART
HOWARD DANIEL J
EVERINGHAM JAMES

ABSTRACT
... of the application, provides a library reusable by the developer for integrating development into logic characteristic of the application, and simplifies the defining process of **voice recognition** grammar. Thus, the developer can develop and unfold complicated telephone applications, using access to information based on execution of a task and a web, **voice recognition** for the commercial transactions and touch tone input by using the standard computer together with the telephone, even if there is no dedicated software.

4/3,K/4 (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00796523 **Image available**
METHOD AND APPARATUS RELATING TO TELEPHONE INTERFACE
PROCEDE ET APPAREIL SE RAPPORTANT A UNE INTERFACE TELEPHONIQUE
Patent Applicant/Assignee:
TELLME NETWORKS INC, 977 Commercial Street, Palo Alto, CA 94303, US, US (Residence), US (Nationality)
Inventor(s):
PARTOVI Hadi , 2280 Green Street #104, San Francisco, CA 94123, US,
BRATHWAITE Rodrick Steven , 490 Andrews Street, Livermore, CA 94550, US,

DAVIS Angus Macdonald, 991 The Dalles Avenue, Sunnyvale, CA 94087, US,
MCCUE Michael S, 400 Surmont Road, Los Gatos, CA 95032, US,
PORTER Brandon William, 840 E. Dana Street, Mountain View, CA 94041, US,
GIANNANDREA John, 977 Commercial Street, Palo Alto, CA 94303, US,
WALTHER Eckart, 150 Doherty Way, Redwood City, CA 94061, US,
ACCARDI Anthony, Apartment 16, 1945 Mount Vernon Court, Mountain View, CA 94040, US,
LI Zhe, Apartment 211, 75 Poncetta Drive, Daly City, CA 94015, US
Legal Representative:
GALLENSON Mavis S (et al) (agent), Ladas & Parry, Suite 2100, 5670 Wilshire Boulevard, Los Angeles, CA 90036-5679, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200130058 A2-A3 20010426 (WO 0130058)
Application: WO 2000US41448 20001019 (PCT/WO US0041448)
Priority Application: US 99426102 19991022

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
((OAPI utility model)) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 12225

Inventor(s):
PARTOVI Hadi ...

... **BRATHWAITE Rodrick Steven**
Fulltext Availability:
Detailed Description

Detailed Description
... audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

1 0 The recognition server 21 0 supports **voice** , or **speech** , **recognition** . The **recognition** server 21 0 may use Nuance 6TMrecognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. The execution engine 202 provides necessary grammars to the recognition server 21 0 to assist in the recognition process. The results from the recognition...with the voice portal, the content being presented at step 512 is being spoken using a voice character more suited to their own 1 5 **speech** patterns. Similarly, in **response** to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder.

Additional examples...

4/3,K/5 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00796512 **Image available**
STREAMING CONTENT OVER A TELEPHONE INTERFACE
CONTENU MULTIMEDIA SUR INTERFACE TELEPHONIQUE
Patent Applicant/Assignee:
TELLME NETWORKS INC, 977 Commercial Street, Palo Alto, CA 94303, US, US (Residence), US (Nationality)
Inventor(s):
PARTOVI Hadi , 2280 Green Street #104, San Francisco, CA 94123, US,
MCCUE Michael S, 400 Surmont Road, Los Gatos, CA 95032, US,
DAVIS Angus Macdonald, 991 The Dalles Avenue, Sunnyvale, CA 94087, US,
PLITKINS Michael M, 1177 Sandia Avenue, Sunnyvale, CA 94086, US,
ACCARDI Anthony, Apt. 16, 1945 Mount Vernon Court, Mountain View, CA 94040, US
Legal Representative:
GALLENSON Mavis (et al) (agent), Ladas & Parry, Suite 2100, 5670 Wilshire Blvd., Los Angeles, CA 90036, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200130046 A2-A3 20010426 (WO 0130046)

Application: WO 2000US41429 20001020 (PCT/WO US0041429)
Priority Application: US 99426102 19991022; US 99431002 19991101
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13565

Inventor(s):
PARTOVI Hadi ...
Fulltext Availability:
Detailed Description
Claims

Detailed Description
... the audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

The recognition server 2 1 0 supports **voice** , or **speech** , **recognition** . The **recognition** server 21 0 may use Nuance 6Tm recognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. The execution engine 202 provides necessary grammars to the recognition server 21 0 to assist in the I 0 recognition process. The results from...the voice por-tal, the content being presented at step 512 is being spoken using a voice character more suited to their own 1 5 **speech** patterns. Similarly, in **response** to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder.

Additional examples...the user to jump in the stream to subject matter of interest. To use this I 0 command, the voice portal I I 0 performs **voice recognition** on the content stream (this may involve caching portions of the content stream) and searches for the corresponding phrase, subject matter, word, etc.

Extra - this...

Claim
... 2 The method of claim 1, wherein the receiving the Internet access request comprises receiving a verbal request to access the Internet site and performing **voice recognition** on the verbal request to deten-nine the Internet access request. I 3. The method of claim 1, wherein the receiving the Internet access request...

4/3,K/6 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00796233 **Image available**
METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE INTERFACE
PROCEDE ET DISPOSITIF DE COMMERCE ELECTRONIQUE UTILISANT UNE INTERFACE TELEPHONIQUE
Patent Applicant/Assignee:

TELLME NETWORKS INC, 977 Commercial Street, Palo Alto, CA 94303, US, US (Residence), US (Nationality)
Inventor(s):
PARTOVI Hadi , 2280 Green Street #104, San Francisco, CA 94123, US,
BRATHWAITE Rodrick Steven , 490 Andrews Street, Livermore, CA 94550, US,

DAVIS Angus Macdonald, 991 The Dalles Avenue, Sunnyvale, CA 94087, US,
MCCUE Michael S, 400 Surmont Road, Los Gatos, CA 95032, US,
PORTER Brandon William, 840 E. Dana Street, Mountain View, CA 94041, US,
GIANNANDREA John, 977 Commercial Street, Palo Alto, CA 94303, US,
WALTHER Eckart, 150 Doherty Way, Redwood City, CA 94061, US,
KOH Eugene, 1021 Paradise Way, Palo Alto, CA 94306, US,
SCOTT Andy, 1440 Union Street #307, San Francisco, CA 94109, US
Legal Representative:
GALLENSON Mavis S (et al) (agent), Ladas & Parry, 5670 Wilshire Boulevard, Suite 2100, Los Angeles, CA 90036-5679, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200129742 A2-A3 20010426 (WO 0129742)
Application: WO 2000US41447 20001019 (PCT/WO US0041447)
Priority Application: US 99426102 19991022; US 99466236 19991217
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 17144

Inventor(s):
PARTOVI Hadi ...

... **BRATHWAITE Rodrick Steven**
Fulltext Availability:
Detailed Description
Claims

Detailed Description
... 214, the audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

The recognition server 21 0 supports **voice** , or **speech** , **recognition** . The **recognition** server 21 0 may use Nuance 6Tm recognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. Tile execution engine 202 provides necessary grammars to the recognition server 2 1 0 to assist in the recognition process. The results from the...interactions with the voice portal, the content being presented at step 512 is being spoken using a voice character more suited to their own 5 **speech** patterns. Similarly, in **response** to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder.

Additional examples...

Claim
... electronic mail address, and a 1 2 telephone number in the user

profile.

4 The method of claim 1, further comprising responsive to the second **response** , generating a **voice** receipt, the voice receipt corresponding to infori-nation about the electronic cormnerce transaction.

5 The method of claim 4, wherein the voice receipt includes at...

...the voice receipt.

7 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a verbal request for a product, perforining **voice recognition** on the verbal request to determine the product.

8 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a series...

...product.
5 1
9 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a verbal request for a merchant, performing **voice recognition** on the verbal request to determine the merchant.

10 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a series...interface, the audio interface for presenting the audio signal to a human;
receiving a data signal on the computer, the data signal corresponding to a **speech**
recognition result for the audio signal by a human; and
responsive to receiving the data signal, updating the data storage to include the I **speech recognition** result.

36 The method of claim 35, wherein the **speech recognition** result indicates that the human could not process the audio signal, the method further comprising repeating the
58
method until the **speech recognition** result no longer indicates that the human could not process the audio signal.
I
?

7/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00489817 **Image available**
SYSTEM AND METHOD FOR AUDITORIALLY REPRESENTING PAGES OF HTML DATA
SYSTEME ET PROCEDE POUR LA REPRESENTATION SONORE DE PAGES DE DONNEES HTML
Patent Applicant/Assignee:
SONICON INC,
MACKENTY Edmund R,
OWEN David E,
ARONS Barry M,
CLEMENS Marshal W,
Inventor(s):
MACKENTY Edmund R,
OWEN David E,
ARONS Barry M ,
CLEMENS Marshal W
Patent and Priority Information (Country, Number, Date):
Patent: WO 9921169 A1 19990429
Application: WO 98US22235 19981021 (PCT/WO US9822235)
Priority Application: US 97956238 19971022
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US
UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE
CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN
GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 7293

Inventor(s):
... **ARONS Barry M**
Fulltext Availability:
Detailed Description

Detailed Description
... rate at which documents are read or adjust the volume of the output. All such navigation may be performed by pressing keys on a numeric **keypad** , so that the invention can be used over a **telephone** or by visually impaired computer users who cannot effectively use a pointing device.

In one aspect, the present invention relates to a method of representing...enter the URL using a keyboard. On a telephone, they would enter the URL by using some form of character entry method designed for the **telephone** **keypad** .

FUNCTION: IdentifyLink
INPUT: 'I' key, or '*' and '11 buttons on a telephone
RESTART: FALSE
DESCRIPTION: The HTML anchor, ...text string using a keyboard. on a telephone, they would enter the text string by using some form of character entry method designed for the **telephone** **keypad** .

SUBSTITUTE SHEET (RULE 26)
?

```
File 344:Chinese Patents Abs Aug 1985-2004/Mar
         (c) 2004 European Patent Office
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)
         (c) 2004 JPO & JAPIO
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200428
         (c) 2004  Thomson Derwent

Set     Items   Description
S1      42928   IVR OR VRU OR (SPEECH OR VOICE)(3N)(RECOGNITION OR RESPONS-
             E)
S2      13368   DTMF OR DUAL()TONE()(MULTI()FREQUENCY OR MULTIFREQUENCY) OR
              TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR
             (KEY OR NUMBER OR DIAL)()(PAD OR PADS)
S3     477485   VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEE-
             CH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?
S4     400557   TELECOM? OR TELEPHON? OR PHONE?
S5      28504   (OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR -
             LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVE-
             NTORY)(5N)(SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR -
             CHOOS? OR IDENTIF?)
S6    1218937   REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AU-
             TOMATIC? OR AUTO
S7        304   S1 AND S2 AND S3 AND S4
S8         15   S7 AND S5
S9         15   IDPAT (sorted in duplicate/non-duplicate order)
S10       256   S3(3N)S5
S11        77   S10 AND S1
S12         6   S11 AND S2
S13         1   S12 NOT S9
S14        13   S10 AND S2
S15        13   IDPAT (sorted in duplicate/non-duplicate order)
S16        13   IDPAT (primary/non-duplicate records only)
S17         7   S16 NOT (S9 OR S13)
S18        14   S10 AND IC=H04M-001/64
S19        14   IDPAT (sorted in duplicate/non-duplicate order)
S20        14   IDPAT (primary/non-duplicate records only)
S21        12   S20 NOT (S9 OR S13 OR S17)
```

9/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015813407 **Image available**
WPI Acc No: 2003-875611/200381
XRPX Acc No: N03-699162

Speech -enabled response providing method, involves identifying information request classifications having preset frequency level, and defining opening menu for responding to caller information requests

Patent Assignee: SBC TECHNOLOGY RESOURCES INC (SBCT-N)
Inventor: BUSHEY R R; JOSEPH K M; KNOTT B A; MARTIN J M
Number of Countries: 001 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030202640	A1	20031030	US 2002135143	A	20020430	200381	B
US 6697460	B2	20040224	US 2002135143	A	20020430	200415	

Priority Applications (No Type Date): US 2002135143 A 20020430
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030202640	A1		14	H04M-001/64	
US 6697460	B2			H04M-001/64	

Speech -enabled response providing method, involves identifying information request classifications having preset frequency level, and defining opening menu for responding to caller information requests

Abstract (Basic):
... to classify an information request linked with each statement, and finding frequency of requests for each classification. The classifications having a preset frequency level are **identified** , and an opening **menu** (18) listing the **identified** classifications and a **DTMF** tone linked with each classification is defined for responding to caller information requests.
... The information request classifications are selected by stating a **voice** utterance or inputting the associated **DTMF** tone. An INDEPENDENT CLAIM is also included for a system of providing information to callers over a **telephone** .
...

...Used for providing **speech** -enabled **response** to caller request...

...The automated method presents an adaptable menu to callers for obtaining current and appropriate information over a **telephone** with **speech** or touchtone **DTMF** signals. The adaptable menu nodes allow callers to navigate quickly to desired information by applying **voice recognition** to caller inputs responsive to an initial prompt for the callers task. The adaptable menu provides a reduction in the navigation time of callers and...

...The drawing shows a block diagram of a system for presenting **voice** prompt menu options based on the frequency of caller requests for information...

...Interactive **voice** **response** unit (10...

... **Telephones** (14
Title Terms: **SPEECH** ;

9/3,K/2 **(Item 2 from file: 350)**
DIALOG(R)File 350:Derwent WPIX

015790310 **Image available**
WPI Acc No: 2003-852513/200379
XRPX Acc No: N03-680825
Voice recognition **menu navigation method in mobile** telephone **network, involves classifying utterance received from mobile** telephone **into high, medium and low confidence levels, while determining matching menu mode**
Patent Assignee: BUSHEY R R (BUSH-I); KNOTT B A (KNOT-I); MARTIN J M (MART-I); SMART T L (SMAR-I)
Inventor: BUSHEY R R; KNOTT B A; MARTIN J M; SMART T L
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030191648	A1	20031009	US 2002118478	A	20020408	200379	B

Priority Applications (No Type Date): US 2002118478 A 20020408
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030191648	A1		9	G10L-021/00	

Voice recognition **menu navigation method in mobile** telephone **network, involves classifying utterance received from mobile** telephone **into high, medium and low confidence levels, while determining matching menu mode**

Abstract (Basic):
... The user utterance received from mobile **telephone** (12) is classified into utterance having high, medium or low confidence levels. Matching menu modes are determined by implicit confirmation, when the utterance has high confidence level, and by explicit confirmation when the confidence level is medium. The user is directed to a **dual tone multi - frequency** (**DTMF**) menu, when the confidence level is low.
... An INDEPENDENT CLAIM is also included for **voice recognition** menu navigation system...

...For navigating **voice recognition** menu for providing automated **telephonic** services through **voice** activation of **menu selection** in mobile **phone** network...

...Situation dependent **voice** activated menu navigation prevents errors in activation, and provides provisions for recovering from errors if any
...
...The figure shows the block diagram of the **voice recognition** menu navigation system...

... **telephone** (12...

... **telephone** network (14...

... **voice recognition** interactive **voice response** unit (16...

... **dual tone multi - frequency** engine (26
Title Terms: **VOICE** ;

9/3,K/3 **(Item 3 from file: 350)**
DIALOG(R)File 350:Derwent WPIX

015784306 **Image available**
WPI Acc No: 2003-846509/200379
XRPX Acc No: N03-676561

Speaker **independent** speech recognition **for** telecommunications , **provides** phonetic **transcription from central databases for input word, transcription is stored in** phone **to be called up again using** voice recognition

Patent Assignee: SIEMENS AG (SIEI)
Inventor: NIEMOELLER M
Number of Countries: 026 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1220200	A1	20020703	EP 2000127747	A	20001218	200379	B
DE 50003855	G	20031030	DE 503855	A	20001218	200379	
			EP 2000127747	A	20001218		
EP 1220200	B1	20030924	EP 2000127747	A	20001218	200381	

Priority Applications (No Type Date): EP 2000127747 A 20001218
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1220200	A1	G	9	G10L-015/26	
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR					
DE 50003855	G			G10L-015/26	Based on patent EP 1220200
EP 1220200	B1	G		G10L-015/26	
Designated States (Regional): DE ES FR GB IT					

Speaker **independent** speech recognition **for** telecommunications , **provides** phonetic **transcription from central databases for input word, transcription is stored in** phone **to be called up again using** voice recognition

Abstract (Basic):

... New names to enter in **telephone** book in **phone** are input using **keypad** and are transferred from **telephone** end unit (T,MS) via data transfer route (B) of communication or data network to central server (TS). Words are mapped to **phonetic** transcription. **Phonetic** transcription is transferred back via the data transfer route to the end unit (T,MS) and stored there. Number of named person is then selectable by **voice** input of the name.

... Input new names to add to **telephone** book are mapped to **phonetic** transcription using access to pronunciation library database (PDB1-3) and neural network implemented in server. **Phonetic** transcription is transferred back via the data transfer route to the end unit (T,MS) and stored in the end unit. Mapping to **phonetic** transcription is independent service of the **telecommunication** or data network. End unit identifier or user identifier is used to indicate e.g. dialect or pronunciation type for **phonetic** transcription...

... **Speaker** independent **speech recognition** for simple devices e.g. GSM-standard mobile **phone** , WAP mobile phone , ISDN fixed subscriber **phone** , to **select** person on **phone list** using **speech recognition** .

...

...Enables use of **speaker** independent **speech recognition** for simpler devices and for languages of non-trivial **phonetic** transcription e.g. English or French, end unit does not do the processing or storage for e.g. large reference library as centralized library is...

...Drawing shows diagram of the **speaker** independent **speech recognition** system...

...ISDN **telephone** (T...
...GSM mobile **phone** (MS...

...: **Telephone** network/mobile network (TN, GSM
Title Terms: **SPEAKER** ;

9/3,K/4 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015310054 **Image available**
WPI Acc No: 2003-370988/200335
XRPX Acc No: N03-295865
Audio information provision method in telecommunication **system, involves presenting** speech **foreground prompt** verbally **or visually to indicate user about available options**
Patent Assignee: ENTERPRISE INTEGRATION GROUP INC (INTE-N)
Inventor: BALENTINE B; MUNROE J; STRINGHAM R
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030016793	A1	20030123	US 2001908377	A	20010718	200335	B

Priority Applications (No Type Date): US 2001908377 A 20010718
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030016793	A1		18	H04M-011/00	

Audio information provision method in telecommunication **system, involves presenting** speech **foreground prompt** verbally **or visually to indicate user about available options**

Abstract (Basic):
... The **dual tone multi - frequency** (**DTMF**) foreground prompt, **speech** foreground prompt indicating the available options are presented to user, in two different modes. The modes differ in the recorded **voice** , volume, inflection, tone or pace. The prompts are presented **verbally** or visually.
... For interactive **voice response** (**IVR**) system used in **telecommunication** system and also for **voice** portals, **speech** -enhanced service such as **voice** mail, personal assistant application, **speech** interface with electronic devices such as domestic appliance, office equipment, vehicle mounted equipment. Also for providing information over loudspeaker in public place, etc...

...Allows user to **identify** the available **options** easily and efficiently ...

...The figure shows the flow diagram illustrating the presentation of menu **verbally** to user...
...Title Terms: **TELECOMMUNICATION** ;

9/3,K/5 (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014094075 **Image available**
WPI Acc No: 2001-578289/200165
XRPX Acc No: N01-430205
Interfacing voice **activated vehicular** telephone **system for cellular** phone **involves monitoring operation to user keys on external control unit to play** voice **prompts for requesting** telephone **number and name**
Patent Assignee: OKI TELECOM INC (OKID)
Inventor: BARBER C J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6198947	B1	20010306	US 9612428	A	19960228	200165 B
			US 96613633	A	19960309	

Priority Applications (No Type Date): US 9612428 P 19960228; US 96613633 A 19960309
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6198947	B1		46	H04B-001/38	Provisional application US 9612428

Interfacing voice **activated vehicular** telephone **system for cellular** phone **involves monitoring operation to user keys on external control unit to play** voice **prompts for requesting** telephone **number and name**

Abstract (Basic):
... The method involves monitoring a first user key on an external control unit (ECU) (26) to **detect** user operation. A **voice prompt** requesting a user to enter a **telephone** number to be dialed is played when user operation is **detected** . The **voice prompt** requesting the user to **speak** a name associated to the dialed **telephone** number is played responsive to the user operation to a second user key.
... a) a **voice** activated vehicular **telephone** system...

...For analog and digital cellular **telephones** and personal communication system devices...

...Enables to access similar call processing functions quickly and conveniently by manual operation using an ECU. Improves **voice recognition** capabilities of the voice adaptor and allows ECU to effectively harness the extensive power while requiring less amount of vehicle space. Enables to operate audio **response** system e.g. **voice** mail without using a **key - pad** . Performs high-speed dialing of the **telephone** number...
...The figure is a block diagram representation of a vehicular **telephone** system...
...Title Terms: **VOICE** ;

9/3,K/6 (Item 6 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014072286 **Image available**
WPI Acc No: 2001-556499/200162

XRPX Acc No: N01-413478
Identifier recognizing method for touchtone telephones **, reduces set of** option identifiers **to set of candidate** identifiers **based on reference identifiers and selecting candidate identifier matching input identifier**
Patent Assignee: AT & T CORP (AMTT)
Inventor: GOLDBERG R G
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6223158	B1	20010424	US 9818449	A	19980204	200162	B

Priority Applications (No Type Date): US 9818449 A 19980204
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6223158	B1		23	G10L-015/14	

Identifier recognizing method for touchtone telephones **, reduces set of** option identifiers **to set of candidate** identifiers **based on reference identifiers and selecting candidate identifier matching input identifier**

Abstract (Basic):
... New identifiers are generated and arranged as a set of **option identifiers** with different characters which are determined based on recognized identifier and confusion sets. The confusion set includes different character collection. The set of **option identifier** are reduced to set of candidate identifiers on the basis of reference identifiers. A candidate identifier that matches the input identifier is selected.
... For recognizing an identifier entered into a system such as **speech recognition** system, **touch tone telephones** by the user in banks, department stores...
...Title Terms: **TELEPHONE** ;

9/3,K/7 (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014037482 **Image available**
WPI Acc No: 2001-521695/200157
XRPX Acc No: N01-386613
Audio prompted telecommunication **interface device using binary state, time domain multi-selection protocol, has internal pushbutton switch biased between opposite binary states based on single audible prompt of user**
Patent Assignee: CURO INTERACTIVE INC (CURO-N); TOUPIN P M (TOUP-I)
Inventor: TOUPIN P M
Number of Countries: 095 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200130047	A2	20010426	WO 2000CA1186	A	20001013	200157	B
AU 200077661	A	20010430	AU 200077661	A	20001013	200157	
CA 2321014	A1	20010420	CA 2321014	A	20000927	200157	
EP 1222795	A2	20020717	EP 2000967471	A	20001013	200254	
			WO 2000CA1186	A	20001013		
US 20030017847	A1	20030123	US 99160637	P	19991020	200310	
			US 2000686854	A	20001012		
			US 2002246715	A	20020919		

Priority Applications (No Type Date): US 99160637 P 19991020; US 2000686854 A 20001012; US 2002246715 A 20020919

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200130047	A2	E	63	H04M-001/00	
	Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW				
	Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW				
AU 200077661	A			H04M-001/00	Based on patent WO 200130047
CA 2321014	A1	E		H04L-029/10	
EP 1222795	A2	E		H04M-001/247	Based on patent WO 200130047
	Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI				
US 20030017847	A1			H04B-007/00	Provisional application US 99160637
					CIP of application US 2000686854

Audio prompted telecommunication **interface device using binary state, time domain multi-selection protocol, has internal pushbutton switch biased between opposite binary states based on single audible prompt of** ...

Abstract (Basic):

... switch (112) in a plush toy (114) is biased between opposite binary states according to single audible prompt of user (102). A processor executes a **telecommunication** action according to an instruction set of memory, by correlating the response of prompt with corresponding single time domain timed by timer.

... response to single audible prompt with a corresponding single time domain within a sequential time domain series timed by timer. The processor then executes a **telecommunication** action, based on **telecommunication** transceiver and the instruction set stored in memory. The processor, timer, microphone, power supply, memory and transceiver are all hidden inside the toy such that external appearance of toy is not altered. An INDEPENDENT CLAIM is also included for audio prompted **telecommunication** device interfacing method...

...For personal communication devices. Also for electronic consumer products such as **voice recognition** systems, graphic touch panels and intelligent **keypads** .

...

...By using push button switch, one of the multiple **options** are **selected** and the acceptance or objection is indicated by the presence of one or other of the two possible binary states. Therefore, the interface is thus well adapted for use by child, visually impaired person, or people driving automobiles etc, since the user is not required to look at the **telecommunication** device during operation. Eliminates the need for displaying and interpretation of visual symbols on buttons or graphics on displays and also eliminates components such as **keypad** in the wireless **telephone** industry. Safer to use, since the user's finger maintains close proximity, while making selection...

...The figure shows the side elevation view of companion **telecommunicator** clipped onto child's clothing

...Title Terms: **TELECOMMUNICATION** ;

9/3,K/8 (Item 8 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013406437 **Image available**
WPI Acc No: 2000-578375/200054
XRPX Acc No: N00-427925
Computerized voice response **system for use in** telecommunication **field, includes interface which receives** DTMF **or other audio tones from response host and digitizes signal for display on user computer**
Patent Assignee: NCR CORP (NATC)
Inventor: WATSON G E
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6091805	A	20000718	US 95498559	A	19950705	200054	B

Priority Applications (No Type Date): US 95498559 A 19950705
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6091805	A		17	H04M-011/00	

Computerized voice response **system for use in** telecommunication **field, includes interface which receives** DTMF **or other audio tones from response host and digitizes signal for display on user computer**

Abstract (Basic):
... An interface (18) connects the user **telephone** (14), user computer (16) and **voice response** host (12). The interface communicates the signals from the user **telephone** to the host which responds with audio signals and **dual tone multifrequency** (**DTMF**) signals or other audio tones. The interface digitizes the audio output and program in user computer is executed for displaying menus corresponding to the audio.
... a) **voice** mail **response** system...

...b) **voice response** system for restaurant ordering...

...c) **voice response** system for home banking...

...d) method for providing **voice response** ;
(...

...e) **voice** mail **response** providing method...

...f) **voice response** method for providing restaurant ordering...
...g) **voice response** method for home banking system...

...For use in **telecommunication** for ordering menus such pizza in restaurant, for home banking services...

...As display of **menus** is provided, **selection** of **menu** is made easier by the display of menus, hence system is user friendly...

...The figure shows the block diagram of **voice response** system...

... **Telephone** (14
Title Terms: **VOICE** ;

9/3,K/9 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013312532 **Image available**
WPI Acc No: 2000-484469/200043
XRPX Acc No: N00-360162
Interactive messaging has emails spoken to user who can select **from spoken** list **of responses that generate email replies**
Patent Assignee: SHOUTMAIL.COM (SHOU-N)
Inventor: GUEDALIA D; GUEDALIA J; GUEDALIA J L
Number of Countries: 025 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 999685	A2	20000510	EP 99120999	A	19991105	200043	B

Priority Applications (No Type Date): US 98186620 A 19981106
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 999685	A2	E	15	H04M-003/493	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

Interactive messaging has emails spoken to user who can select **from spoken** list **of responses that generate email replies**

Abstract (Basic):
... an email a user can be informed of its presence. The user (290) can dial into the system and the email with be converted to **speech** and sent to the **telephone** . The email can include a list of responses, or lists can be associated with the sender. The list of possible responses is **voiced** to the user who uses the **keypad** to select a response, e.g. reply in defined way by email, fax or **voice** .
... Responding to emails via **voice response** system...

...User receiving email by **telephone** and responding by **keypad** (290...
...Title Terms: **SPEAKER** ;

9/3,K/10 (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013249504 **Image available**
WPI Acc No: 2000-421387/200036
XRPX Acc No: N00-314271
Automated telephone **system of** menu **-driven system, couples directly identified caller to preferred application call during receiving next call from the caller without presenting menu message**
Patent Assignee: INTERVOICE LP (INTE-N)
Inventor: LINDNER R D; POLCYN M J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6061433	A	20000509	US 95545389	A	19951019	200036	B
			US 97967869	A	19971112		

Priority Applications (No Type Date): US 95545389 A 19951019; US 97967869 A 19971112

Patent Details:
Patent No Kind Lan Pg Main IPC   Filing Notes
US 6061433   A   9 H04M-011/00 Cont of application US 95545389

Automated telephone **system of** menu **-driven system, couples directly** identified **caller to preferred application call during receiving next call from the caller without presenting menu message**

Abstract (Basic):
... A statistical engine coupled to **telephone** system, monitors received selection of identified callers by **DTMF** input. At lest one preferred application of N calls of callers is determined using data collected by the statistical engine. An identified caller is coupled...
... The **DTMF** input includes account and pin numbers. Identifier decodes ANI/DNIS data received from **telephone** networks...

...For menu driven system, interactive **response** system such as **voice response** , goods financial transaction...

...The figure shows flow diagram of interactive **voice response** and server...
...Title Terms: **TELEPHONE** ;

9/3,K/11 (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013194367 **Image available**
WPI Acc No: 2000-366240/200032
XRPX Acc No: N00-274000
Method and system for creating an automated voice response **menus for** telecommunications **services, can be configured by the user by recording a number messages**
Patent Assignee: BELLSOUTH INTELLECTUAL PROPERTY CORP (BELL-N)
Inventor: MALIK D W
Number of Countries: 003 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2279045	A1	20000131	CA 2279045	A	19990728	200032 B
MX 9907053	A1	20000901	MX 997053	A	19990729	200139
US 6463130	B1	20021008	US 98127413	A	19980731	200269
US 20040032934	A1	20040219	US 98127413	A	19980731	200414
			US 2002178335	A	20020624	

Priority Applications (No Type Date): US 98127413 A 19980731; US 2002178335 A 20020624
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2279045	A1	E	33	H04M-003/42	
MX 9907053	A1			H04M-003/44	
US 6463130	B1			H04M-003/42	
US 20040032934	A1			H04M-011/00	Cont of application US 98127413
					Cont of patent US 6463130

Method and system for creating an automated voice response **menus for** telecommunications **services, can be configured by the user by recording a number messages**

Abstract (Basic):

... The method for creating an automated **voice response** menu that presents options to a user for completing a task related to the configuration or use of a **telecommunications** service and allows the user to configure or use the **telecommunications** service by dialing digits on a **keypad** , the method comprises of the steps of storing a number of pre-recorded messages. Creating a task for a menu to be presented to the...

... An INDEPENDENT claim is also provided for a system for creating an automated **voice response** menus for **telecommunications** services ...

...The method and apparatus for creating an automated **voice response** menus for wireless and PSTN **telecommunications** services. The method and system are used to direct a user through a menu of options for an advanced **telecommunications** service...

...The subscriber is navigated through a **telecommunications** service menu in a more direct and efficient manner than other systems. The **menu** prevents the user from **selecting** an **option** unrelated to the task...

...The diagram shows a **telephone** network for offering a temporary advanced **telecommunications** service...

...Title Terms: **VOICE** ;

9/3,K/12 (Item 12 from file: 350)

012753787 **Image available**
WPI Acc No: 1999-559904/199947
XRPX Acc No: N99-413500

User customizable script-based DTMF **information retrieval method used in interactive** voice response **services**

Patent Assignee: AST RES INC (ASTR-N)
Inventor: WOLF R J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5946377	A	19990831	US 95541434	A	19951010	199947	B

Priority Applications (No Type Date): US 95541434 A 19951010
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5946377	A		16	H04M-003/42	

User customizable script-based DTMF **information retrieval method used in interactive** voice response **services**

Abstract (Basic):

... An user written script comprising message record, dial service record and **telephone** function specifying record (206) is created after creating an account definition comprising account name account ID and account password. The **telephone** function specifying record is then executed followed by adding records to the script.

... A definition of remote **IVR** service comprising service name, **telephone** number and service icon is created before creating an accounts definition. A service icon (204) and user written script which comprises **telephone** function specifying record (206) that includes send text records, are displayed in two display panes (202A,202B)

respectively enabling addition, edition and deletion of records. An INDEPENDENT CLAIM is also included for computer program stored on computer readable medium for implementing an automated system of information retrieval from **IVR** services...

...Used in **IVR** services such as order status inquiry, customer service, banking and financial transactions **voice** mail and other applications ...

...The user written script provides a way for users to easily and conveniently navigate to one or more **IVR** systems without having to remember a series of **menu selections** , account number and passwords and manually entering **DTMF** keystrokes. The send text record allows certain alphanumeric information to be entered via normal keyboard techniques rather than as a sequence of **DTMF** keys...

...The figure shows the main screen of the user interface of the **IVR** system...

... **Telephone** function specifying record (206
...Title Terms: **DTMF** ;

9/3,K/13 (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX

012263869 **Image available**
WPI Acc No: 1999-069975/199906
XRPX Acc No: N99-051269
Control method of IVR **system used in customer premises equipment e.g.** telephone **- includes graphically navigating through GUI of terminal equipment to** select **command for** list **of commands displayed**
Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE)
Inventor: JOYCE M J; ONG P; OURMAZD A; WARWICK C A
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5850429	A	19981215	US 96762019	A	19961211	199906	B

Priority Applications (No Type Date): US 96762019 A 19961211
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5850429	A			H04M-003/42	

Control method of IVR **system used in customer premises equipment e.g.** telephone **- ...**
...includes graphically navigating through GUI of terminal equipment to select **command for** list **of commands displayed**

...Abstract (Basic): The method involves displaying several commands for controlling an **IVR** system using a GUI, based on totally stored information relating to command menu for the **IVR** .
...

...A command including **voice** based information, is **selected** from the **list** of commands. Command sequence having atleast single **DTMF** tone, relating to received **voice** based information...

...USE - For **telecommunications** .

...

...ADVANTAGE - Applies to non-hierarchical command menus. Enables user to navigate through command menu of **IVR** system, when ADSI **telephone** or ADSI compatible **IVR** system is not available

...Title Terms: **TELEPHONE** ;

9/3,K/14 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

011716067 **Image available**

WPI Acc No: 1998-132977/199813

XRPX Acc No: N98-105094

Touch tone **buttons sequence invoking desired action short- cut sequence substituting - determining if any one of number of actions has accumulated count greater than accumulated count of shortcut action**

Patent Assignee: AT & T CORP (AMTT); AMERICAN TELEPHONE & TELEGRAPH CO (AMTT)

Inventor: KESHAV S

Number of Countries: 026 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 827320	A2	19980304	EP 97305579	A	19970724	199813	B
JP 10126509	A	19980515	JP 97225444	A	19970822	199830	
CA 2210834	A	19980222	CA 2210834	A	19970717	199831	
US 5864605	A	19990126	US 96701601	A	19960822	199911	
CA 2210834	C	20000418	CA 2210834	A	19970717	200036	

Priority Applications (No Type Date): US 96701601 A 19960822

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 827320	A2	E	23	H04M-003/50	
	Designated States (Regional): AL AT BE CH DE DK ES FI FR GB GR IE IT LI LT LU LV MC NL PT RO SE SI				
JP 10126509	A		16	H04M-003/50	
CA 2210834	A			H04M-003/42	
US 5864605	A			H04M-001/64	
CA 2210834	C	E		H04M-003/42	

Touch tone **buttons sequence invoking desired action short- cut sequence substituting...**

...Abstract (Basic): The method involves designating a shortcut message in a **voice menu** that prompts a caller to **select** a shortcut button to achieve a shortcut action. Counts related to frequencies of occurrence of a number of actions prompted by the **voice** menu are accumulated. Each of the number of actions is associated with a corresponding message in the **voice menu** that prompts a caller to **select** a button to achieve the action ranking the number of actions by their respective accumulated counts...

...an accumulated count of the shortcut action. One of the actions and a corresponding message for the shortcut action and the shortcut message in the **voice** menu are then substituted...

...USE - In **voice response** sub-system with optimising function in **telecommunication** network...

...ADVANTAGE - Allows adaptively reconfiguring **voice** menu so that popular sequences of **touch tone** buttons used by many callers can be reconfigured into single shortcut button to obtain desired action or attendant service...

9/3,K/15 (Item 15 from file: 350)
DIALOG(R)File 350:Derwent WPIX

010457512 **Image available**
WPI Acc No: 1995-358831/199546
XRPX Acc No: N95-266644
Interactive voice response **system for banking system - has prompt system that supplies information to user, requests data from user and presents user with number of** selectable options
Patent Assignee: CITIBANK NA (CITI-N)
Inventor: PORTER D L; WEISS L D; PORTER D
Number of Countries: 059 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9527360	A1	19951012	WO 95US3986	A	19950331	199546	B
AU 9522754	A	19951023	AU 9522754	A	19950331	199605	
US 5825856	A	19981020	US 94220863	A	19940331	199849	
			US 94322619	A	19941013		
			US 96618723	A	19960320		
US 6154527	A	20001128	US 94220863	A	19940331	200063	
			US 94322619	A	19941013		
			US 96618723	A	19960320		
			US 98173751	A	19981016		
US 6411686	B1	20020625	US 94220863	A	19940331	200246	
			US 94322619	A	19941013		
			US 96618723	A	19960320		
			US 98173751	A	19981016		
			US 2000722113	A	20001127		

Priority Applications (No Type Date): US 94322619 A 19941013; US 94220863 A 19940331; US 96618723 A 19960320; US 98173751 A 19981016; US 2000722113 A 20001127
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9527360	A1		112	H04M-001/64	
Designated States (National): AM AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB GE HU JP KE KG KP KR KZ LK LT LU LV MD MG MN MW MX NL NO NZ PL PT RO RU SD SE SI SK TJ TT UA UZ VN					
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT KE LU MC MW NL OA PT SD SE SZ UG					
AU 9522754	A			H04M-001/64	Based on patent WO 9527360
US 5825856	A			H04M-001/64	CIP of application US 94220863 Cont of application US 94322619
US 6154527	A			H04M-001/66	CIP of application US 94220863 Cont of application US 94322619 Cont of application US 96618723 Cont of patent US 5825856
US 6411686	B1			H04M-001/66	CIP of application US 94220863 Cont of application US 94322619 Cont of application US 96618723 Cont of application US 98173751 Cont of patent US 5825856 Cont of patent US 6154527

Interactive voice response system for banking system...

...**has prompt system that supplies information to user, requests data from user and presents user with number of** selectable options

...Abstract (Basic): The system (170) provides **voice** prompts that supply information to a user, request data from the user (209), and present the user with a number of **selectable options** (700,701,702). The user can first select using **touch - tone telephone** , one or more options by providing one or more letters of the alphabet corresponding to the **selectable options** (682...

...If the letter or letters that are provided correspond to more than one **selectable option** (698), the user further **selects** one of the **options** from among the **selectable options** (699) corresponding to the one or more letters...

...USE/ADVANTAGE - For bill payment. In banking systems. The **voice** prompts can be in any language and the system can be accessed via a conventional commercial **telephone** network. Increases functionality without increasing difficulty of use of system...

...Title Terms: **VOICE** ;

?

13/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX

011634462 **Image available**
WPI Acc No: 1998-051590/199805
Related WPI Acc No: 1994-366176; 1996-221353
XRPX Acc No: N98-040979
Portable data collection terminal - with voice prompts activated when data entered from key pad **or bar code scanner and** voice recognition **circuit for input**
Patent Assignee: WORTHINGTON DATA SOLUTIONS (WORT-N)
Inventor: LUZOVICH S A; WORTHINGTON H V; WORTHINGTON M W
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5698834	A	19971216	US 9332039	A	19930316	199805	B
			US 93149881	A	19931110		
			US 95486030	A	19950607		

Priority Applications (No Type Date): US 95486030 A 19950607; US 9332039 A 19930316; US 93149881 A 19931110
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5698834	A		27	G06K-007/10	CIP of application US 9332039
					CIP of application US 93149881
					CIP of patent US 5365050
					CIP of patent US 5510606

... **with voice prompts activated when data entered from** key pad **or bar code scanner and** voice recognition **circuit for input**

...Abstract (Basic): is connected to a decoder computer. The terminal decoder computer includes a CPU, volatile read/write memory and programmable non-volatile program memory which stores **voice recognition** vocabularies. The decoder computer runs a program to display messages on the terminal display (303) and prompts the user using the **voice prompt** circuit. Input mode is **selectable** for **keypad** (302), bar code scanner (304) or voice command input (307...

...The decoder computer processes the signal from the **keypad** or bar code scanner. The **voice recognition** circuit processes the **voice** command. After a scanned bar code is decoded the decoder computer automatically activates the voice prompt circuit to retrieve and play oral messages. The **voice recognition** circuit is activated automatically for a time period after completion of the voice prompt for voice entry of data. While data is collected the user...
...USE - For supplementary data entry, data entry without using **keypad** or bar code so freeing user's hands...
?

17/3,K/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO

04508851 **Image available**
SERVICE SELECTING SYSTEM IN BUSY AND NO ANSWER

PUB. NO.: 06-152751 [JP 6152751 A]
PUBLISHED: May 31, 1994 (19940531)
INVENTOR(s): ITSUSAI KIYOUKO
MINAMI KOJI
SOMEYA TETSUO
APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 04-303599 [JP 92303599]
FILED: November 13, 1992 (19921113)
JOURNAL: Section: E, Section No. 1599, Vol. 18, No. 467, Pg. 127, August 30, 1994 (19940830)

ABSTRACT

... telephone terminal 7 is connected to a voice answer part 9. The voice answer part 9 answers a response message recorded in advance and a **selectable** service **menu** in a **voice** . In the caller's telephone terminal 7, the service desired by the caller is selected by a **touch - tone** signal or a voice, etc. A service control part 8 instructs to execute the service to the exchange control part 10 or a voice accumulating ...

17/3,K/2 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014433571 **Image available**
WPI Acc No: 2002-254274/200230
Related WPI Acc No: 2000-115445
XRPX Acc No: N02-196366
Character prediction and text entry method using telephone keypad , involves determining probability of each context n-gram sequence and providing highest probability sequence to user as voice prompt
Patent Assignee: AMERITECH CORP (AMER-N)
Inventor: CONNOLLY D; LUNDY D H
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6346894	B1	20020212	US 97806724	A	19970227	200230	B
			US 99414303	A	19991006		

Priority Applications (No Type Date): US 97806724 A 19970227; US 99414303 A 19991006
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6346894	B1		23	H03K-017/94	Cont of application US 97806724 Cont of patent US 6005495

Character prediction and text entry method using telephone keypad , involves determining probability of each context n-gram sequence and providing highest probability sequence to user as voice prompt

Abstract (Basic):

... selected by a user, is created. The probability of each sequence is determined and the highest probability sequence is provided to the user as a **voice prompt** . If the **selected** n-gram has the user desired character, the sequence is confirmed otherwise a cycle key is operated to output other n-gram sequences until the...
... For intelligent text entry on numeric **keypads** such as telephone **touch tone keypads** in standard telephone, alpha-numeric pagers...

17/3,K/3 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013410884 **Image available**
WPI Acc No: 2000-582822/200055
XRPX Acc No: N00-431518
Call recorder and reproducer of telephone circuit, includes controller which is controlled, so as to choose conformed DTMF **code from recorder, based on detected conditions and to reproduce required aural data**
Patent Assignee: DENON CO LTD (NPCO)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 2000232534	A	20000822	JP 9930820	A	19990209	200055	B

Priority Applications (No Type Date): JP 9930820 A 19990209
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2000232534	A		9	H04M-011/10	

Call recorder and reproducer of telephone circuit, includes controller which is controlled, so as to choose conformed DTMF **code from recorder, based on detected conditions and to reproduce required aural data**
Abstract (Basic):
... The aural compression zone (102) compresses the input audio signal and **DTMF** code detection comparators (202-205) compare detection condition of **DTMF** code and output from detector (103). The controller is controlled, so as to choose the conformed **DTMF** code from the recorded data, based on detection conditions and to reproduce required aural data from the recorder.
... The recorder and reproducer records and reproduces **DTMF** code output from aural data. The search condition setter sets up search conditions of aural data which is recorded by recorder...

...The **vocal** data and the **index** data of the call is **detected** or searched correctly. Any variety of call and the content of the call is judged simply from the searched call list...

... **DTMF** code detection comparators (202-205
...Title Terms: **DTMF** ;

17/3,K/4 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012933927 **Image available**
WPI Acc No: 2000-105774/200009
XRPX Acc No: N00-081252

Audio clip regenerator for set top terminal of cable or satellite TV system

Patent Assignee: GEN INSTR CORP (GENN); WALSH R T (WALS-I)
Inventor: WALSH R T
Number of Countries: 085 Number of Patents: 008
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9963754	A1	19991209	WO 99US9329	A	19990430	200009	B
AU 9936708	A	19991220	AU 9936708	A	19990430	200021	
EP 1084572	A1	20010321	EP 99918901	A	19990430	200117	
			WO 99US9329	A	19990430		
BR 9910923	A	20010306	BR 9910923	A	19990430	200118	
			WO 99US9392	A	19990430		
CN 1311953	A	20010905	CN 99809189	A	19990430	200201	
MX 2000011882	A1	20010801	MX 200011882	A	20001130	200238	
JP 2002517847	W	20020618	WO 99US9329	A	19990430	200242	
			JP 2000552847	A	19990430		
US 20030120368	A1	20030626	US 9888493	A	19980602	200343	
			US 2003357584	A	20030203		

Priority Applications (No Type Date): US 9888493 A 19980602; US 2003357584 A 20030203
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9963754	A1	E	16	H04N-005/445	
Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW					
AU 9936708	A			H04N-005/445	Based on patent WO 9963754
EP 1084572	A1	E		H04N-005/445	Based on patent WO 9963754
Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE					
BR 9910923	A			H04N-005/445	Based on patent WO 9963754
CN 1311953	A			H04N-005/445	
MX 2000011882	A1			H04N-005/445	
JP 2002517847	W		17	G06F-003/02	Based on patent WO 9963754
US 20030120368	A1			G06F-017/00	Div ex application US 9888493

Abstract (Basic):

... The processor (101) reads the data from the memory (102) based on signal received through the **keypad** (103). The optical control signal is received by a photodetector (106). The audio data is regenerated by the processor through the speaker (104).

... Facilitates easy operation of **keypad** of set top terminal. Enables generation of audio data like greeting. Enables display of **menu** to facilitate user to **select** desired **sound** . Enables regeneration of sound from compact disk (CD) by connecting with CD player...

... **Keypad** (103

17/3,K/5 **(Item 4 from file: 350)**
DIALOG(R)File 350:Derwent WPIX

011512086 **Image available**
WPI Acc No: 1997-490001/199745
XRPX Acc No: N97-408131

Area code data store for telecommunication network - has service centre which is dialled and destination number entered to receive voice messages on location and charge rates

Patent Assignee: BRITISH TELECOM PLC (BRTE)
Inventor: GARDNER D S; MORLEY M C; STURGESS I C C; STURGESS I C
Number of Countries: 077 Number of Patents: 006
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9736432	A1	19971002	WO 97GB751	A	19970318	199745	B
AU 9720344	A	19971017	AU 9720344	A	19970318	199807	
EP 951786	A1	19991027	EP 97908363	A	19970318	199950	
			WO 97GB751	A	19970318		
AU 711996	B	19991028	AU 9720344	A	19970318	200005	
JP 2000507419	W	20000613	JP 97534109	A	19970318	200035	
			WO 97GB751	A	19970318		
US 6332019	B1	20011218	US 96680922	A	19960716	200205	
			WO 97GB751	A	19970318		
			US 9843501	A	19980324		

Priority Applications (No Type Date): EP 96302112 A 19960327
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9736432	A1	E	19	H04Q-003/00	
Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG US UZ VN YU				
Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG					
AU 9720344	A				Based on patent WO 9736432
EP 951786	A1	E			Based on patent WO 9736432
Designated States (Regional): BE CH DE FR GB IE IT LI NL SE					
AU 711996	B				Previous Publ. patent AU 9720344
					Based on patent WO 9736432
JP 2000507419	W		21	H04M-003/42	Based on patent WO 9736432
US 6332019	B1			H04M-001/64	CIP of application US 96680922
					Based on patent WO 9736432

...Abstract (Basic): associated with dialling codes. If a customer requires to identify to where a dialled code relates, a service access code is dialled. A series of **voice prompts** encourages entry of digits which **identify** areas. **Voice** announcement peripherals decode data to area name and if further details are available to provide more specific geographical location indicated as town name...
...Title Terms: **DTMF**

17/3,K/6 (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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011133597 **Image available**
WPI Acc No: 1997-111521/199711
XRPX Acc No: N97-092278
Information distribution to voice servers via local telephone network - determining geographical location of user by position of calling telephone and transmitting relevant information for that location, with output in audio form
Patent Assignee: GAGNOULET C (GAGN-I); MORIN F (MORI-I); SORIN C (SORI-I)
Inventor: GAGNOULET C; MORIN F; SORIN C

Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
FR 2736234	A1	19970103	FR 957944	A	19950630	199711	B

Priority Applications (No Type Date): FR 957944 A 19950630
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
FR 2736234	A1		15	H04M-003/50	

...Abstract (Basic): A **vocal menu** system allows **selection** of a specific heading, with information concerning the vocal menu displayed on the telephone **keypad** . The telephone used can be a callpoint radiotelephone operating at short distance from the base unit e.g. 200 metres...

17/3,K/7 (Item 6 from file: 350)
DIALOG(R)File 350:Derwent WPIX

011034444 **Image available**
WPI Acc No: 1997-012368/199701
XRPX Acc No: N97-010703
Telephony based voice greetings card sending method - using telephone to enable caller to select **type of** voice **greeting from** menu **and supply recipient, and billing details before automatically delivering greeting on specified date and at specified time**
Patent Assignee: NORTEL NETWORKS CORP (NELE); NORTHERN TELECOM LTD (NELE)
Inventor: BRETT M E; DE SILVA S S; LOVE W G; NAKATSU K T; WU J; NAKATSU K
Number of Countries: 020 Number of Patents: 006
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9637067	A1	19961121	WO 96CA227	A	19960410	199701	B
EP 829158	A1	19980318	EP 96908968	A	19960410	199815	
			WO 96CA227	A	19960410		
JP 10506772	W	19980630	JP 96534410	A	19960410	199836	
			WO 96CA227	A	19960410		
US 5787151	A	19980728	US 95443495	A	19950518	199837	
			US 96632597	A	19960415		
JP 3101767	B2	20001023	JP 96534410	A	19960410	200056	
			WO 96CA227	A	19960410		
CA 2220945	C	20001024	CA 2220945	A	19960410	200059	
			WO 96CA227	A	19960410		

Priority Applications (No Type Date): US 95443495 A 19950518; US 96632597 A 19960415
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9637067	A1	E	47	H04M-003/50	
Designated States (National): CA JP					
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE					
EP 829158	A1	E		H04M-003/50	Based on patent WO 9637067
Designated States (Regional): DE FR GB					
JP 10506772	W		57	H04M-003/50	Based on patent WO 9637067
US 5787151	A			H04M-003/00	Cont of application US 95443495
JP 3101767	B2		25	H04M-003/533	Previous Publ. patent JP 10506772
					Based on patent WO 9637067
CA 2220945	C	E		H04M-003/50	Based on patent WO 9637067

... **using telephone to enable caller to** select **type of** voice **greeting from** menu **and supply recipient, and billing details before automatically delivering greeting on specified date and at specified time**

...Abstract (Basic): The caller defines the type of message and the caller and recipient details using voice responses/ **keypad** entries. The caller also specifies the date and time of delivery and the method of payment e.g. regular billing, credit card or calling card...

?

21/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX

015570679
WPI Acc No: 2003-632836/200360
Method for setting automatic response message for providing various response messages according to callers in mobile communication terminal and method for providing automatic response message
Patent Assignee: SK TELETEC CO LTD (SKTE-N)
Inventor: KIM C S
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2003000637	A	20030106	KR 200136677	A	20010626	200360	B

Priority Applications (No Type Date): KR 200136677 A 20010626
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2003000637	A		1	H04M-001/64	

Abstract (Basic):
... belong in the next path of the 'automatic response function' item on an LCD (S304). If the user pushes a key and selects a 'guidance **voice selection** ' item among the displayed **menu** items, the mobile communication terminal displays lower menu items which belong in the next path of the 'guidance voice selection' item (S305). If the user...
International Patent Class (Main): **H04M-001/64**

21/3,K/2 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX

015478297 **Image available**
WPI Acc No: 2003-540444/200351
XRPX Acc No: N03-428642
Automatic call handling system matches voice of caller with prestored voice prints, to obtain voice identification index **using which associated user profile is accessed**
Patent Assignee: MITEL KNOWLEDGE CORP (MTLC)
Inventor: HORVATH S; KASVAND T
Number of Countries: 003 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030048880	A1	20030313	US 2002236810	A	20020906	200351	B
CA 2401250	A1	20030312	CA 2401250	A	20020904	200353	
GB 2379830	A	20030319	GB 200122079	A	20010912	200353	

Priority Applications (No Type Date): GB 200122079 A 20010912
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030048880	A1		6	H04M-001/64	
CA 2401250	A1	E		H04M-003/50	
GB 2379830	A			H04M-003/436	

Automatic call handling system matches voice of caller with prestored voice prints, to obtain voice identification index **using which associated user profile is accessed**
International Patent Class (Main): **H04M-001/64** ...

21/3,K/3 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX

015355070 **Image available**
WPI Acc No: 2003-416008/200339
XRPX Acc No: N03-331517
Telephony system for transmitting customized message to unavailable telephony subscriber, routes telephone call from telecommunication switch to voice mail device, to make originator select option **for transmitting** voice **message**
Patent Assignee: NORTEL NETWORKS LTD (NELE)
Inventor: DESOTO S A; PRICE P L; SKINNER F E
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6529737	B1	20030304	US 99259458	A	19990301	200339	B

Priority Applications (No Type Date): US 99259458 A 19990301
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6529737	B1		12	H04Q-007/20	

Telephony system for transmitting customized message to unavailable telephony subscriber, routes telephone call from telecommunication switch to voice mail device, to make originator select option **for transmitting** voice **message**
International Patent Class (Additional): **H04M-001/64** ...

21/3,K/4 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX

014335682 **Image available**
WPI Acc No: 2002-156385/200221
XRPX Acc No: N02-119000
Automated voice-mail system for corporate workplaces, has voice mail processor to index transcribed voice-mail messages from automatic speech recognition unit, and to identify selected information from indexed messages
Patent Assignee: AT & T CORP (AMTT); HIRSCHBERG J (HIRS-I); WHITTAKER S (WHIT-I)
Inventor: HIRSCHBERG J; WHITTAKER S; HIRSCHERBERG J
Number of Countries: 027 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1109390	A2	20010620	EP 2000309172	A	20001018	200221	B
CA 2323538	A1	20010608	CA 2323538	A	20001018	200221	
CA 2416601	A1	20010608	CA 2323538	A	20001018	200325	
			CA 2416601	A	20001018		
US 20030128820	A1	20030710	US 99457189	A	19991208	200347	
			US 2003361893	A	20030210		

Priority Applications (No Type Date): US 99457189 A 19991208; US 2003361893 A 20030210
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes

EP 1109390 A2 E 12 H04M-003/533
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI
CA 2323538 A1 E H04M-003/533
CA 2416601 A1 E H04M-003/533 Div ex application CA 2323538
US 20030128820 A1 H04M-011/00 Cont of application US 99457189

Abstract (Basic):
... Automatic speech recognition (ASR) unit of voice-mail processor (30) transcribes voice-mail messages into text, which are then **indexed** . An information extraction component **identifies** the **selected** information from the **indexed** **voice** -mail messages. The user interface is provided on a telephone (40) or a computer (50) for displaying the **identified** **selected** information from **indexed** **voice** -mail messages.
...International Patent Class (Additional): **H04M-001/64**

21/3,K/5 (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013001609 **Image available**
WPI Acc No: 2000-173461/200016
XRPX Acc No: N00-129157
Text-enhanced voice menu system for enhanced telephone connected via telephone network comprises stored audio information producing text version of voice menu uses voice communication path to create voice menu from audio information
Patent Assignee: SIEMENS INFORMATION & COMMUNICATIONS NET (SIEI)
Inventor: HILLIER C
Number of Countries: 026 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 981236	A1	20000223	EP 99112084	A	19990623	200016	B
US 6493428	B1	20021210	US 98136210	A	19980818	200301	

Priority Applications (No Type Date): US 98136210 A 19980818
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 981236	A1	E	16	H04M-003/493	
	Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI				
US 6493428	B1			H04M-001/64	

Abstract (Basic):
... telephone network, sends a query to a calling entity and selects the text menu based on the reception of text enhanced confirmation and the logic **selects** the **voice** **menu** when no text enhanced confirmation is received.
International Patent Class (Main): **H04M-001/64** ...

21/3,K/6 (Item 6 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012934905 **Image available**
WPI Acc No: 2000-106752/200010
XRPX Acc No: N00-082097

Speech recognition method for recognizing first caller identifier received during telephone call

Patent Assignee: AT & T CORP (AMTT)
Inventor: GOLDBERG R G; WEBER R P
Number of Countries: 002 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
CA 2266112	A1	19991007	CA 2266112	A	19990318	200010	B
US 6223156	B1	20010424	US 9856172	A	19980407	200125	
CA 2266112	C	20021008	CA 2266112	A	19990318	200273	

Priority Applications (No Type Date): US 9856172 A 19980407
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2266112	A1	E	15	G10L-009/08	
US 6223156	B1			G10L-017/00	
CA 2266112	C	E		G10L-009/08	

Abstract (Basic):
... The method includes receiving speech signals and location information of the caller and generating a caller **identifier choices** from **speech** signal. Caller **identifier** is **indexed** to location information in a database, which is queried based on location information to retrieve caller identifiers. The system then selects the recognized identifier from...
International Patent Class (Additional): **H04M-001/64** ...

21/3,K/7 (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012339348 **Image available**
WPI Acc No: 1999-145455/199913
XRPX Acc No: N99-105964
Option presentation in computer telephony system
Patent Assignee: MITEL CORP (MTLC)
Inventor: GRAY T A; HARDY M L
Number of Countries: 002 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
GB 2329298	A	19990317	GB 9719709	A	19970916	199913	B
CA 2246174	A1	19990316	CA 2246174	A	19980831	199935	

Priority Applications (No Type Date): GB 9719709 A 19970916; US 9759095 A 19970916
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2329298	A		14	H04M-003/50	
CA 2246174	A1	E		H04M-001/64	

Abstract (Basic):
... A caller does not have to wait until all **options** are presented **verbally** . The caller **selects** an **option** from the complete **menu** without having to navigate the auto-attendant dialogue...
International Patent Class (Main): **H04M-001/64** ...

21/3,K/8 (Item 8 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012263868 **Image available**
WPI Acc No: 1999-069974/199906
XRPX Acc No: N99-051268
Information communication method for voice interactive telephone message management system - involves providing vocal menu **with different** options selectable **by entering corresponding input through telephone, where one option is recorded to help dialog explaining other options**
Patent Assignee: DAY R A (DAYR-I)
Inventor: DAY R A
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5850428	A	19981215	US 96682146	A	19960717	199906	B

Priority Applications (No Type Date): US 96682146 A 19960717
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5850428	A		16	H04M-001/64	

... **involves providing** vocal menu **with different** options selectable **by entering corresponding input through telephone, where one option is recorded to help dialog explaining other options**

....Abstract (Basic): One selected record is accessed by entering a code through a telephone coupled to the message system. The telephone message system provides a **vocal menu** having different **options selectable** by entering a corresponding input through the telephone. One option of the vocal menu is recorded to help dialog explaining the other options...
International Patent Class (Main): **H04M-001/64**

21/3,K/9 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012218843 **Image available**
WPI Acc No: 1999-024949/199902
XRPX Acc No: N99-019117
Voice activated personalised directory e.g. for generating and accessing directory for phone - having identifier database which is constructed based on user's's set up input and contains disparate types of identifiers which all have in common that they are used by user to identify entity during user set up of database
Patent Assignee: HOTAS HOLDINGS LTD (HOTA-N)
Inventor: ETING L; GELFER Y; OTIKER Y
Number of Countries: 082 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9853586	A1	19981126	WO 98IL226	A	19980519	199902	B
AU 9873501	A	19981211	AU 9873501	A	19980519	199917	
EP 1002415	A1	20000524	EP 98920726	A	19980519	200030	
			WO 98IL226	A	19980519		
US 6163596	A	20001219	US 97862892	A	19970523	200102	

Priority Applications (No Type Date): US 97862892 A 19970523
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9853586	A1	E	35	H04M-001/64	

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9873501 A H04M-001/64 Based on patent WO 9853586
EP 1002415 A1 E H04M-001/64 Based on patent WO 9853586
Designated States (Regional): BE DE FI FR GB NL SE
US 6163596 A H04M-001/64

...Abstract (Basic): ADVANTAGE - Allows user voice actuated search engine to employ **voice prompts** when it is unable to **identify** unique entity based on initial voice input...
International Patent Class (Main): **H04M-001/64**

21/3,K/10 (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012139923 **Image available**
WPI Acc No: 1998-556835/199847
XRPX Acc No: N98-434090
Selective voice menu **system for telephone messaging system - has menu selector which receives call information from individual users of user groups and displays multiple menu levels after selectively entering menu at level discriminated by call information**
Patent Assignee: AT & T CORP (AMTT)
Inventor: KAPLAN A E
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5818908	A	19981006	US 96740932	A	19961105	199847	B

Priority Applications (No Type Date): US 96740932 A 19961105
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5818908	A		6	H04M-001/64	

Selective voice menu **system for telephone messaging system...**
International Patent Class (Main): **H04M-001/64**

21/3,K/11 (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

011814152 **Image available**
WPI Acc No: 1998-231062/199820
XRPX Acc No: N98-182914
Voice dialling system for loading text based telephone directories - has user creating dialling list in personal computer and uploading list **to network unit that** selects **from** list **on subsequent** voice **calls**
Patent Assignee: AT & T CORP (AMTT)
Inventor: FURMAN D S; LANNING S G; STERN B J
Number of Countries: 019 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9813992	A1	19980402	WO 97US13636	A	19970804	199820	B

US 6018568 A 20000125 US 96721785 A 19960925 200012

Priority Applications (No Type Date): US 96721785 A 19960925
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
WO 9813992 A1 E 22 H04M-003/44
Designated States (National): CA
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE
US 6018568 A H04M-011/00

... **has user creating dialling list in personal computer and uploading** list **to network unit that** selects **from** list **on subsequent** voice **calls**
...International Patent Class (Additional): **H04M-001/64**

21/3,K/12 (Item 12 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

009382506 **Image available**
WPI Acc No: 1993-075984/199309
Related WPI Acc No: 1996-058032
XRPX Acc No: N93-058452
Integrated voice and information processing system for telephone based voice mail - has voice mail system programmed to answer incoming calls automatically and offers callers different options depending on number called in on advanced telephone call handling
Patent Assignee: TELE GUIA TALKING YELLOW PAGES INC (TELE-N)
Inventor: GARCIA J E H; RODRIQUEZ C R J
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date Applicat No Kind Date Week
US 5187735 A 19930216 US 90517665 A 19900501 199309 B

Priority Applications (No Type Date): US 90517665 A 19900501
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
US 5187735 A 33 H04M-001/64

...Abstract (Basic): receiving and routing incoming telephone calls. A voice mail device, coupled to the telephone switch, automatically answers the incoming telephone calls, and selectively provides voice **prompts** to such calls connected to it. The voice mail device also selectively stores signals representing voice information received from the incoming telephone calls, and at...
?

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File   2:INSPEC 1969-2004/May W1
         (c) 2004 Institution of Electrical Engineers
File   6:NTIS 1964-2004/May W2
         (c) 2004 NTIS, Intl Cpyrght All Rights Res
File   8:Ei Compendex(R) 1970-2004/May W1
         (c) 2004 Elsevier Eng.  Info. Inc.
File  34:SciSearch(R) Cited Ref Sci 1990-2004/May W1
         (c) 2004 Inst for Sci Info
File  35:Dissertation Abs Online 1861-2004/Apr
         (c) 2004 ProQuest Info&Learning
File  65:Inside Conferences 1993-2004/May W2
         (c) 2004 BLDSC all rts. reserv.
File  94:JICST-EPlus 1985-2004/Apr W3
         (c)2004 Japan Science and Tech Corp(JST)
File  95:TEME-Technology & Management 1989-2004/Apr W4
         (c) 2004 FIZ TECHNIK
File  99:Wilson Appl. Sci & Tech Abs 1983-2004/Apr
         (c) 2004 The HW Wilson Co.
File 144:Pascal 1973-2004/May W1
         (c) 2004 INIST/CNRS
File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
         (c) 2003 EBSCO Pub.
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
         (c) 1998 Inst for Sci Info
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
         (c) 2002 The Gale Group
File 603:Newspaper Abstracts 1984-1988
         (c)2001 ProQuest Info&Learning
File 483:Newspaper Abs Daily 1986-2004/May 10
         (c) 2004 ProQuest Info&Learning

Set     Items   Description
S1      67935   IVR OR VRU OR (SPEECH OR VOICE)(3N)(RECOGNITION OR RESPONS-
             E)
S2       4975   DTMF OR DUAL()TONE()(MULTI()FREQUENCY OR MULTIFREQUENCY) OR
              TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR
             (KEY OR NUMBER OR DIAL)()(PAD OR PADS)
S3    2500385   VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEE-
             CH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?
S4    1075118   TELECOM? OR TELEPHON? OR PHONE?
S5      90389   (OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR -
             LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVE-
             NTORY)(5N)(SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR -
             CHOOS? OR IDENTIF?)
S6    4510332   REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AU-
             TOMATIC? OR AUTO
S7        381   S1 AND S2 AND S3 AND S4
S8          6   S7 AND S5
S9          6   RD S8 (unique items)
S10         5   S9 NOT PY>2000
S11        42   S1(5N)S3(5N)S5
S12        16   S11 AND S6
S13        12   RD S12 (unique items)
S14        12   S13 NOT (PY>2000 OR S10)
S15         2   S11 AND S2
S16         2   RD S15 (unique items)
S17         0   S16 NOT (S16 OR S10 OR PY>2000)
S18        15   S11 AND S4
S19        12   RD S18 (unique items)
S20        10   S19 NOT (S16 OR S10 OR PY>2000)
S21       489   S3(5N)S5
```

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S22          65   S21 AND S4
S23           5   S22 AND S2
S24           4   RD S23 (unique items)
S25           2   S24 NOT (S16 OR S10 OR S20 OR PY>2000)
S26        1003   AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWA-
                  ITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J?
                   OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S27          24   S26 AND (S1 OR S4)
S28           0   S27 AND S5
S29           2   S27 AND S2
S30           1   RD S29 (unique items)
```

10/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC

03548844 INSPEC Abstract Number: B90010290, C90014047
Title: The deployment of speech recognition **in the** telephone **network**
Author(s): Simson, M.M.
Author Affiliation: BNR, Ottawa, Ont., Canada
Journal: Speech Technology vol.5, no.1 p.14-17
Publication Date: Oct.-Nov. 1989 Country of Publication: USA
CODEN: SPETDB ISSN: 0744-1355
Language: English
Subfile: B C

Title: The deployment of speech recognition **in the** telephone **network**0
Abstract: Just as **speech recognition** is one of many available options for computer input, the technology can be further subdivided into different **options** that the user will **select** from, depending on the nature of the application. For instance, network-based applications require **speaker** independence and tolerance of network impairments (e.g. ambient noise and transmission distortion). The TOPS VSN (traffic operator position system- **voice** services node) dialog makes use of **speaker** -independent isolated word recognition, real-time recording of encoded digital **speech** , and real-time playback of decoded **speech** , as well as the detection and reception of **DTMF** (**dual - tone multi - frequency**) signals. The author describes a **speech recognition** system developed by Northern **Telecom** and BNR which is now being used to automate the handling of alternate-billed **telephone** calls in Grand Rapids, Michigan.
Descriptors: automatic **telephone** systems...

... **speech recognition** ; **telephone** traffic recording
Identifiers: traffic operator position system- **voice** services node dialog...

... **dual - tone multi - frequency** signals...

... **telephone** network...

... **speaker** independence...

...encoded digital **speech** ; ...

...decoded **speech** ; **speech recognition** system...

...Northern **Telecom** ; ...

...alternate-billed **telephone** calls

10/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC

03204497 INSPEC Abstract Number: D88002331
Title: Voice response **: will acceptance match potential? (banks)**
Author(s): Carr, C.D.
Journal: Bank Administration vol.64, no.6 p.42-6
Publication Date: June 1988 Country of Publication: USA
CODEN: BAADEQ ISSN: 0024-9823
Language: English

Subfile: D

Title: Voice response : **will acceptance match potential? (banks)**
Abstract: **Voice response** offers a method of delivering customer service that can lower costs, reduce pressure on staff and increase customer satisfaction. The technology is flexible enough to offer a variety of services. A customer can call a special number at the bank and the system's electronic **voice** will offer a series of **options** which the user can **select** using the **telephone keypad** . Like ATMs, **voice response** systems can expand banking hours. Costs are falling, with a typical entry-level, PC-based system priced at around $35000 to $40000, less than a
...
...Descriptors: **voice** equipment
...Identifiers: **voice response** systems

10/3,K/3 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC

02956602 INSPEC Abstract Number: B87055039, C87047791
Title: Speaker **-independent recognition applied to** telephone **access information systems**
Author(s): Schinke, D.
Author Affiliation: AT&T Conversant Syst., Columbus, OH, USA
Conference Title: Official Proceedings of SPEECH TECH '86. Voice Input/Output Applications Show and Conference p.52-3
Publisher: Media Dimensions, New York, NY, USA
Publication Date: 1986 Country of Publication: USA 316 pp.
Conference Date: 28-30 April 1986 Conference Location: New York, NY, USA
Language: English
Subfile: B C

Title: Speaker **-independent recognition applied to** telephone **access information systems**
Abstract: AT&T Conversant Systems has recently installed a **speech** accessed financial stock quotation service. This system is in a first service offering trial in cooperation with Fidelity Brokerage Systems of Boston, Mass., and provides price and volume information on stock and stock **options** for **selected** Fidelity customers. This system employs a **speaker** -independent/connected-digit recognizer operating over the toll network. The system allows customers to dial-in and request stock and stock option prices on any of up to 6000 commonly traded stocks. The customer can refer to a stock either by **speaking** an associated catalog number or by using **touch - tones** to enter the digit string. Audible responses guide the user through a natural dialog.
Descriptors: **speech recognition** ; **telephone** systems
Identifiers: **speech recognition** ; **telephone** access information systems...

... **touch - tones**

10/3,K/4 (Item 1 from file: 8)
DIALOG(R)File 8:Ei Compendex(R)

03827239 E.I. No: EIP94031246486
Title: Interactive voice **, facsimile and** touch tone **dialogues**

Author: Cross, B.A.; Hayhow, D.V.; Postle, K.J.; Bloomfield, M.H.
Source: BT Technology Journal v 12 n 1 Jan 1994. p 26-33
Publication Year: 1994
CODEN: BTTJEY ISSN: 0265-0193
Language: English

Title: Interactive voice , **facsimile and** touch tone **dialogues**
Abstract: Many **voice** services now involve the caller interacting with the service to **select** information or to indicate **choices** . Interactive facsimile information, TouchTone and **voice recognition** offer significant benefits over **voice** -only dialogues. This paper introduces interactive dialogues, and explains the key features of the different modes of interaction. The importance of dialogue design and a...

...dialogue style are considered. An overview is given of how service creation tools may be used to facilitate dialogue design. The preparation and editing of **voice** messages is examined. The likely direction of future developments of interactive **voice** and facsimile dialogues is discussed. (Author abstract) 10 Refs.
Descriptors: **Voice** /data communication systems; Facsimile; **Touch tone telephone** systems; **Speech recognition** ; **Telecommunication** services; Interactive computer systems; User interfaces
Identifiers: Dialogue design; Service creation tools; Interactive **voice** /facsimile dialogues

10/3,K/5 (Item 1 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.

00206169 89IW12-125
Flash Fax sends speedy information requests Touch - tone phone **callers get instant faxes**
Darrow, Barbara; Buerger, David J
InfoWorld , December 11, 1989 , v11 n50 p35, 1 Pages
ISSN: 0199-6649

Flash Fax sends speedy information requests Touch - tone phone **callers get instant faxes**
Reports that Brooktrout Technology Inc. of Wellesley Hills, MA (617) announced Flash Fax ($5,995), an integrated computer-fax and **voice response** system that bundles fax and **voice** -processing cards with other hardware and software. Includes an 80286 processor, a 20MB hard disk, the TR-111M fax card, the TR-100M3 **voice** -processing card, a 1,200bps modem, software, and remote diagnostics. Says that the hardware can store up to 500 pages of text or images for each of up to nine **menu selections** . Contains one photo. (lj)
Descriptors: Facsimile; **Voice Recognition**
?

14/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC

6194443 INSPEC Abstract Number: C1999-04-5260S-022
Title: An overview of audio information retrieval
Author(s): Foote, J.
Author Affiliation: Inst. of Syst. Sci., Nat. Univ. of Singapore, Singapore
Journal: Multimedia Systems vol.7, no.1 p.2-10
Publisher: Springer-Verlag,
Publication Date: Jan. 1999 Country of Publication: Germany
CODEN: MUSYEW ISSN: 0942-4962
SICI: 0942-4962(199901)7:1L.2:OAIR;1-W
Material Identity Number: P899-1999-001
U.S. Copyright Clearance Center Code: 0942-4962/99/$2.00+0.20
Language: English
Subfile: C

...Abstract: from vacation to find an answering machine full of messages. While there is not yet an "AltaVista" for the audio data type, many workers are **finding** ways to **automatically** locate, **index** , and browse audio using recent advances in **speech recognition** and machine listening. This paper reviews the state of the art in audio information retrieval, and presents recent advances in **automatic** speech recognition, word spotting, speaker and music identification, and audio similarity with a view towards making audio less "opaque". A special section addresses intelligent interfaces for navigating and browsing audio and multimedia documents, using **automatically** derived information to go beyond the tape recorder metaphor.

14/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC

6009529 INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060
Title: CTI in the corporate enterprise
Author(s): Wetterau, J.
Journal: International Journal of Network Management vol.8, no.4 p. 235-43
Publisher: Wiley,
Publication Date: July-Aug. 1998 Country of Publication: UK
CODEN: INMTEU ISSN: 1055-7148
SICI: 1055-7148(199807/08)8:4L.235:CE;1-C
Material Identity Number: O840-98004
Language: English
Subfile: B C D

...Abstract: of customer service. The information to be retrieved is determined based on the telephony information determined from the phone call, either phone number or caller- **selected choices** presented by interactive **voice response** (**IVR**) selections. This information then does one of two things. Because of the **automatic** nature of the information retrieval, the holding time for the call is significantly reduced. This will permit the typical customer service agent to handle a...

14/3,K/3 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC

4840296 INSPEC Abstract Number: B9501-6210D-040, C9501-5260S-031
Title: Automatic **speech recognition for network call routing**
Author(s): Krasinski, D.J.; Sukkar, R.A.
Author Affiliation: AT&T Bell Labs., Naperville, IL, USA
p.157-60
Publisher: IEEE, New York, NY, USA
Publication Date: 1994 Country of Publication: USA viii+164 pp.
ISBN: 0 7803 2074 3
U.S. Copyright Clearance Center Code: 0 7803 2074 3/94/$4.00
Conference Title: Proceedings of 2nd IEEE Workshop on Interactive Voice Technology for Telecommunications Applications
Conference Sponsor: IEEE Commun. Soc.; IEICE of Japan
Conference Date: 26-27 Sept. 1994 Conference Location: Kyoto, Japan
Language: English
Subfile: B C

Title: Automatic **speech recognition for network call routing**
Abstract: AT&T has introduced a network call routing service that uses **automatic speech recognition** (ASR) to let callers **select** from a **menu** of **choices** by **voice** . The requirements of the service posed a number of challenges for the technology to meet. The paper describes the evolution of the service over time...
Identifiers: **automatic** speech recognition...

14/3,K/4 (Item 4 from file: 2)
DIALOG(R)File 2:INSPEC

4432191 INSPEC Abstract Number: B9308-6130-010, C9308-1250C-005
Title: A fast match for continuous speech recognition using allophonic models
Author(s): Bahl, L.R.; de Souza, P.V.; Gopalakrishnan, P.S.; Nahamoo, D.; Picheny, M.A.
Author Affiliation: IBM Thomas J. Watson Res. Center, Yorktown Heights, NY, USA
Conference Title: ICASSP-92: 1992 IEEE International Conference on Acoustics, Speech and Signal Processing (Cat. No.92CH3103-9) p.17-20 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1992 Country of Publication: USA 5 vol. 3219 pp.
ISBN: 0 7803 0532 9
U.S. Copyright Clearance Center Code: 0 7803 0532 9/92/$3.00
Conference Sponsor: IEEE
Conference Date: 23-26 March 1992 Conference Location: San Francisco, CA, USA
Language: English
Subfile: B C

Abstract: In a large vocabulary **real - time speech recognition** system, there is a need for a fast method for **selecting** a **list** of candidate words from the vocabulary that match well with a given acoustic input. The authors describe a highly accurate fast acoustic match for continuous...

14/3,K/5 (Item 5 from file: 2)
DIALOG(R)File 2:INSPEC

03238309 INSPEC Abstract Number: B88066892
Title: Isolated word recognition over the DDD telephone network. Results of two extensive field studies
Author(s): Wilpon, J.G.; DeMarco, D.M.; Mikkilineni, R.P.
Author Affiliation: AT&T Bell Labs., Murray Hill, NJ, USA
Conference Title: ICASSP 88: 1988 International Conference on Acoustics, Speech, and Signal Processing (Cat. No.88CH2561-9) p.55-8 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1988 Country of Publication: USA 5 vol.2928 pp.
U.S. Copyright Clearance Center Code: CH2561-9/88/0000-0055$1.00
Conference Sponsor: IEEE
Conference Date: 11-14 April 1988 Conference Location: New York, NY, USA
Language: English
Subfile: B

...Abstract: trials used live customer traffic to test the call handling procedures being developed for a new generation of telephone switching equipment. These procedures would use **automatic speech recognition** (ASR) to give users of '0/sup +/' calls the **option** of **verbally identifying** the type of call they wish to make. The goal of these studies were of a particular training set to assess the performance of current...
...Identifiers: **automatic** speech recognition

14/3,K/6 (Item 6 from file: 2)
DIALOG(R)File 2:INSPEC

00516933 INSPEC Abstract Number: B73020872
Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary
Author(s): Vives, R.
Author Affiliation: CNET, Lannion, France
Journal: Annales des Telecommunications vol.28, no.3-4 p.123-9
Publication Date: 1973 Country of Publication: France
CODEN: ANTEAU ISSN: 0003-4347
Language: English
Subfile: B C

Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary
Abstract: Certain **automatic** speech recognition systems are based on the principle of continuous acoustic code split up into successive elementary units such as phonemes or syllables. The resulting...
...Identifiers: **automatic** speech recognition systems

14/3,K/7 (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

06329091 Genuine Article#: YJ813 No. References: 11

Title: Neural network smoothing in correlated time series context
Author(s): Badran F (REPRINT) ; Thiria S
Corporate Source: CONSERVATOIRE NATL ARTS & METIERS,CEDRIC, 292 RUE ST MARTIN/F-75141 PARIS 03//FRANCE/ (REPRINT); UNIV PARIS 06,LODYC/F-75252 PARIS 05//FRANCE/
Journal: NEURAL NETWORKS, 1997, V10, N8 (NOV), P1445-1453
ISSN: 0893-6080 Publication date: 19971100
Publisher: PERGAMON-ELSEVIER SCIENCE LTD, THE BOULEVARD, LANGFORD LANE, KIDLINGTON, OXFORD, ENGLAND OX5 1GB
Language: English Document Type: ARTICLE (ABSTRACT AVAILABLE)

...Abstract: prove that this criterion is an unbiased approximation of the mean squared averaged error when the noisy component of the lime series is zero-mean, **auto** -correlated, stationary process with the **auto** -covariance coefficients equal to Zero after a certain known order. (C) 1997 Elsevier Science Ltd.
Research Fronts: 95-4661 002 (NONPARAMETRIC REGRESSION; QUALITATIVE SMOOTHING; BANDWIDTH **SELECTION** ; FREQUENCY FUNCTION; BINARY **CHOICE** MODEL; GROWTH CURVE ANALYSIS)
95-5970 001 (NEURAL NETWORKS; **SPEECH RECOGNITION** ; CLASSIFICATION OF POWER-SYSTEM DISTURBANCE WAVE-FORMS)

14/3,K/8 (Item 2 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

06260145 Genuine Article#: YE914 No. References: 134
Title: The past, present, future of neural networks and for signal for processing
Author(s): Chen TH
Journal: IEEE SIGNAL PROCESSING MAGAZINE, 1997, V14, N6 (NOV), P28-48
ISSN: 1053-5888 Publication date: 19971100
Publisher: IEEE-INST ELECTRICAL ELECTRONICS ENGINEERS INC, 345 E 47TH ST, NEW YORK, NY 10017-2394
Language: English Document Type: EDITORIAL MATERIAL

...Research Fronts: LIKELIHOOD NEURAL-NETWORK PREDICTION MODELS; NONPARAMETRIC ROBUST LATENT-STRUCTURE DECOMPOSITION METHOD)
95-2431 004 (NEURAL NETWORKS; FUZZY MODEL-REFERENCE ADAPTIVE-CONTROL; NONLINEAR DISCRETE-TIME MULTIVARIABLE **DYNAMICAL** -SYSTEMS)
95-0024 003 (EMBEDDING DIMENSION ESTIMATION OF CHAOTIC TIME-SERIES; NONLINEAR **DYNAMICS** ; MULTICHANNEL EEG)
95-6189 002 (ADAPTIVE LEARNING ALGORITHM FOR PRINCIPAL COMPONENT ANALYSIS; LIKELIHOOD RATIO DERIVATIVE ESTIMATORS; STOCHASTIC **DYNAMICS** ; DISCRETE-EVENT SIMULATION)
95-6696 002 (NEURAL NETWORKS; LINEAR ADAPTIVE DECORRELATOR FOR SIGNAL SEPARATION; NONLINEAR EXTENSION OF THE GENERALIZED HEBBIAN LEARNING)
95-0440 001 (SOLAR...

...BAYESIAN-ANALYSIS OF 2 OVERDISPERSED POISSON MODELS; ANNEALING MARKOV-CHAIN MONTE-CARLO; OBJECT POSE; MACHINE RECOGNITION)
95-0900 001 (DIRECT ADAPTIVE REGULATION OF UNKNOWN NONLINEAR **DYNAMICAL** -SYSTEMS; FUZZY SLIDING MODE POSITION CONTROL; NEURAL NETWORKS; EXPONENTIAL STABILITY)
95-1704 001 (ADAPTIVE LMS ALGORITHM; ACTIVE NOISE CANCELLATION; TRANSMISSION OF SOUND; BIOLOGICALLY INSPIRED CONTROLLER...

...001 (MACHINE LEARNING; INDUCTION OF FUZZY DECISION TREES; GENETIC ALGORITHMS; CLASSIFIER CONSTRUCTION; BIAS SELECTION; AUTOMATED

KNOWLEDGE ACQUISITION)
95-4661 001 (NONPARAMETRIC REGRESSION; QUALITATIVE SMOOTHING; BANDWIDTH **SELECTION** ; FREQUENCY FUNCTION; BINARY **CHOICE** MODEL; GROWTH CURVE ANALYSIS)
95-5970 001 (NEURAL NETWORKS; **SPEECH RECOGNITION** ; CLASSIFICATION OF POWER-SYSTEM DISTURBANCE WAVE-FORMS)
95-6113 001 (VECTOR QUANTIZATION; IMAGE COMPRESSION; OPTIMAL ADAPTIVE K-MEANS ALGORITHM)
95-7701 001 (ADAPTIVE NOTCH FILTER...

14/3,K/9 (Item 1 from file: 94)
DIALOG(R)File 94:JICST-EPlus

04831619 JICST ACCESSION NUMBER: 01A0217672 FILE SEGMENT: JICST-E
Real - time **Indexing Method Using Speech Recognition Technology.**
TAKAHASHI KAZUKO (1); KAI KENJIRO (1)
(1) Jisedai Joho Shisutemu Kenkyusho
Denshi Joho Tsushin Gakkai Gijutsu Kenkyu Hokoku(IEIC Technical Report (Institute of Electronics, Information and Communication Enginners), 2000, VOL.100,NO.461(IE2000 78-84), PAGE.31-38, FIG.7, REF.3
JOURNAL NUMBER: S0532BBG
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:621.397.3
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

Real - time **Indexing Method Using Speech Recognition Technology.**
...ABSTRACT: data, index information is frequently used. But the indexing impacts the work quantity in a program production process. In this paper, we propose the event **detector** system that **detects index** addition timing in a **real time** by using **speech recognition** technology for the purpose of the labor-saving of the indexing process. Furthermore, we propose the **automatic** contents authoring system that uses the index information. (author abst.)

14/3,K/10 (Item 2 from file: 94)
DIALOG(R)File 94:JICST-EPlus

04336882 JICST ACCESSION NUMBER: 99A0730304 FILE SEGMENT: JICST-E
Speech Recognition Using Stochastic Phonemic Segment Model Based on Phoneme Segmentation.
FURUICHI CHIEKO (1); AIZAWA KATSURA (1); INOUE KAZUHIKO (1)
(1) Toin'yokohamadai Ko
Denshi Joho Tsushin Gakkai Ronbunshi. D,2(Transactions of the Institute of Electronics, Information and Communication Engineers. D-2), 1999, VOL.J82-D-2,NO.7, PAGE.1111-1119, FIG.5, TBL.8, REF.15
JOURNAL NUMBER: L0197AAM ISSN NO: 0915-1923
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:165
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

ABSTRACT: Speech recognition based on new stochastic phoneme segment model is proposed which is trained with phoneme features obtained from

automatically extracted phoneme segments as learning samples. In the proposed system, phoneme boundaries are detected with segmentation as preprosessing of recognition. After phoneme discrimination is carried out based on this model, phoneme segment lattices with score are made. Then, **speech recognition** is performed by string matching with **indices** of the dictionary. **Identification** problem is reduced to discrimination problem of phoneme in continuous speech from the viewpoint of effective characteristic parameters for phoneme separation by removing extra parameters...

14/3,K/11 (Item 3 from file: 94)
DIALOG(R)File 94:JICST-EPlus
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

01113831 JICST ACCESSION NUMBER: 90A0752443 FILE SEGMENT: JICST-E
An aplication of word-spotting-type voice recognition **for** menu selections .
YOSHIDA SHINSUKE (1); KITAI MIKIO (2)
(1) Nippon Telegraph & Telephone Corp., Communications & Information Processing Labs.; (2) Nippon Telegraph & Telephone Corp., Human Interface Lab.
Joho Shori Gakkai Zenkoku Taikai Koen Ronbunshu, 1990, VOL.41st,NO.3, PAGE.3.175-3.176, FIG.2, TBL.2, REF.3
JOURNAL NUMBER: S0731ACN
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:007.51 681.3:165
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Conference Proceeding
ARTICLE TYPE: Short Communication
MEDIA TYPE: Printed Publication

An aplication of word-spotting-type voice recognition **for** menu selections .
...BROADER DESCRIPTORS: **automatic** language processing

14/3,K/12 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2004 ProQuest Info&Learning. All rts. reserv.

06229506 SUPPLIER NUMBER: 64671165
Tired of punch cards on Election Day? Unfortunately, there's not much help on the way.
Chartrand, Sabra
New York Times, p C.2
Nov 27, 2000
ISSN: 0362-4331 NEWSPAPER CODE: NYT
DOCUMENT TYPE: Commentary; Newspaper article
LANGUAGE: English RECORD TYPE: ABSTRACT

...ABSTRACT: names and referendum details. Voters who were not native English speakers could choose another language for the information. The voters would then cast votes by **speaking** their choices aloud, or by pressing a hand-held button in **response** to a **voice - prompt** . The system then confirms the **selection** by repeating it back to the voter for his approval. Mr. Willard received patent 5,821,508. Mr. [Richard Sehr]'s system issues an identification...

...eligibility to vote. Mr. Sehr calls the cards ''pocket-sized computers.'' They would enable voters to participate in a ''single system

so as to allow **real - time** interaction and information exchange,'' Mr. Sehr wrote in his patent.
?

20/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC

6009529 INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060
Title: CTI in the corporate enterprise
Author(s): Wetterau, J.
Journal: International Journal of Network Management vol.8, no.4 p. 235-43
Publisher: Wiley,
Publication Date: July-Aug. 1998 Country of Publication: UK
CODEN: INMTEU ISSN: 1055-7148
SICI: 1055-7148(199807/08)8:4L.235:CE;1-C
Material Identity Number: O840-98004
Language: English
Subfile: B C D

Abstract: The goal of computer **telephony** integration (CTI) is to present information about the caller on a data screen, while the call is in progress. It has the potential to reduce the cost of customer contact, and improve the quality of customer service. The information to be retrieved is determined based on the **telephony** information determined from the **phone** call, either **phone** number or caller- **selected** **choices** presented by interactive **voice** **response** (**IVR**) selections. This information then does one of two things. Because of the automatic nature of the information retrieval, the holding time for the call is...
...Descriptors: **telecommunication** computing...

... **telecommunication** standards...

... **telephony**
...Identifiers: computer **telephony** integration...

... **telephony** information

20/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC

4840296 INSPEC Abstract Number: B9501-6210D-040, C9501-5260S-031
Title: Automatic speech recognition for network call routing
Author(s): Krasinski, D.J.; Sukkar, R.A.
Author Affiliation: AT&T Bell Labs., Naperville, IL, USA
p.157-60
Publisher: IEEE, New York, NY, USA
Publication Date: 1994 Country of Publication: USA viii+164 pp.
ISBN: 0 7803 2074 3
U.S. Copyright Clearance Center Code: 0 7803 2074 3/94/$4.00
Conference Title: Proceedings of 2nd IEEE Workshop on Interactive Voice Technology for Telecommunications Applications
Conference Sponsor: IEEE Commun. Soc.; IEICE of Japan
Conference Date: 26-27 Sept. 1994 Conference Location: Kyoto, Japan
Language: English
Subfile: B C

Abstract: AT&T has introduced a network call routing service that uses automatic **speech** **recognition** (ASR) to let callers **select** from a **menu**

of **choices** by **voice** . The requirements of the service posed a number of challenges for the technology to meet. The paper describes the evolution of the service over time...
...Descriptors: **telecommunication** computing...

... **telecommunication** network routing...

... **telephone** networks...

... **telephony**

20/3,K/3 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4600669 INSPEC Abstract Number: B9403-6210H-005, C9403-7410F-067
Title: Interactive voice, facsimile and TouchTone dialogues
Author(s): Cross, B.A.; Hayhow, D.V.; Postle, K.J.; Bloomfield, M.H.
Author Affiliation: British Telecom Res. Labs., Ipswich, UK
Journal: BT Technology Journal vol.12, no.1 p.26-33
Publication Date: Jan. 1994 Country of Publication: UK
CODEN: BTJUEH ISSN: 0265-0193
Language: English
Subfile: B C

Abstract: Many **voice** services now involve the caller interacting with the service to **select** information or to indicate **choices** . Interactive facsimile information, TouchTone and **voice recognition** offer significant benefits over **voice** -only dialogues. This paper introduces interactive dialogues, and explains the key features of the different modes of interaction. The importance of dialogue design and a...
...Descriptors: **telecommunications** computing...

... **telephony** ;

20/3,K/4 (Item 4 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4432191 INSPEC Abstract Number: B9308-6130-010, C9308-1250C-005
Title: A fast match for continuous speech recognition using allophonic models
Author(s): Bahl, L.R.; de Souza, P.V.; Gopalakrishnan, P.S.; Nahamoo, D.; Picheny, M.A.
Author Affiliation: IBM Thomas J. Watson Res. Center, Yorktown Heights, NY, USA
Conference Title: ICASSP-92: 1992 IEEE International Conference on Acoustics, Speech and Signal Processing (Cat. No.92CH3103-9) p.17-20 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1992 Country of Publication: USA 5 vol. 3219 pp.
ISBN: 0 7803 0532 9
U.S. Copyright Clearance Center Code: 0 7803 0532 9/92/$3.00
Conference Sponsor: IEEE
Conference Date: 23-26 March 1992 Conference Location: San Francisco, CA, USA
Language: English
Subfile: B C

Abstract: In a large vocabulary real-time **speech recognition** system, there is a need for a fast method for **selecting** a **list** of candidate words from the vocabulary that match well with a given acoustic input. The authors describe a highly accurate fast acoustic match for continuous...

... search techniques to select a set of candidate words. The allophonic models are derived by constructing decision trees that query the context in which each **phone** occurs to arrive at an allophone in a given context. The models for all the words in the vocabulary are arranged in a tree structure ...

20/3,K/5 (Item 5 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04087805
Title: From telephone **to database (interactive voice response systems)**
Author(s): Jenson, T.
Journal: Datamation vol.37, no.25 p.46-8
Publication Date: 15 Dec. 1991 Country of Publication: USA
CODEN: DTMNAT ISSN: 0011-6963
Language: English
Subfile: D

Title: From telephone **to database (interactive voice response systems)**
...Abstract: all the various applications for voice-processing technology, interactive voice response systems are the fastest growing market segment and the second-largest market sector, after **voice** mail. The **IVR** market is growing at an annual rate of 25%. A **selected list** of 83 interactive **voice response** systems is given, with prices where available.

20/3,K/6 (Item 6 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03238309 INSPEC Abstract Number: B88066892
Title: Isolated word recognition over the DDD telephone **network. Results of two extensive field studies**
Author(s): Wilpon, J.G.; DeMarco, D.M.; Mikkilineni, R.P.
Author Affiliation: AT&T Bell Labs., Murray Hill, NJ, USA
Conference Title: ICASSP 88: 1988 International Conference on Acoustics, Speech, and Signal Processing (Cat. No.88CH2561-9) p.55-8 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1988 Country of Publication: USA 5 vol.2928 pp.
U.S. Copyright Clearance Center Code: CH2561-9/88/0000-0055$1.00
Conference Sponsor: IEEE
Conference Date: 11-14 April 1988 Conference Location: New York, NY, USA
Language: English
Subfile: B

Title: Isolated word recognition over the DDD telephone **network. Results of two extensive field studies**
Abstract: In a continuing effort to ascertain the viability of deploying speaker independent word recognition systems that could function reliably in normal **telephone** environments, two large scale field trials were

carried out in AT&T central offices in Reno, Nevada, and in Hayward, California. The trials used live customer traffic to test the call handling procedures being developed for a new generation of **telephone** switching equipment. These procedures would use automatic **speech recognition** (ASR) to give users of '0/sup +/' calls the **option** of **verbally identifying** the type of call they wish to make. The goal of these studies were of a particular training set to assess the performance of current...
...Descriptors: **telephone** traffic recording...

... **telephony**
...Identifiers: **telephone** network...

... **telephone** environments...

... **telephone** switching equipment

20/3,K/7 (Item 7 from file: 2)
DIALOG(R)File 2:INSPEC

00516933 INSPEC Abstract Number: B73020872
Title: Finding **of an** index **of similarity between any two chains of finite length. Application to** speech recognition **:** recognition **of isolated words with the aid of a dictionary**
Author(s): Vives, R.
Author Affiliation: CNET, Lannion, France
Journal: Annales des Telecommunications vol.28, no.3-4 p.123-9
Publication Date: 1973 Country of Publication: France
CODEN: ANTEAU ISSN: 0003-4347
Language: English
Subfile: B C

Title: Finding **of an** index **of similarity between any two chains of finite length. Application to** speech recognition **:** recognition **of isolated words with the aid of a dictionary**
Abstract: Certain automatic speech recognition systems are based on the principle of continuous acoustic code split up into successive elementary units such as **phonemes** or syllables. The resulting sequence departs appreciably from the ideal, in that some elements proliferate while others are deficient or erroneous. Its form is sometimes...

20/3,K/8 (Item 1 from file: 94)
DIALOG(R)File 94:JICST-EPlus

04831619 JICST ACCESSION NUMBER: 01A0217672 FILE SEGMENT: JICST-E
Real-time Indexing Method Using Speech Recognition Technology.
TAKAHASHI KAZUKO (1); KAI KENJIRO (1)
(1) Jisedai Joho Shisutemu Kenkyusho
Denshi Joho Tsushin Gakkai Gijutsu Kenkyu Hokoku(IEIC Technical Report (Institute of Electronics, Information and Communication Enginners), 2000, VOL.100,NO.461(IE2000 78-84), PAGE.31-38, FIG.7, REF.3
JOURNAL NUMBER: S0532BBG
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:621.397.3
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

...ABSTRACT: data, index information is frequently used. But the indexing impacts the work quantity in a program production process. In this paper, we propose the event **detector** system that **detects index** addition timing in a real time by using **speech recognition** technology for the purpose of the labor-saving of the indexing process. Furthermore, we propose the automatic contents authoring system that uses the index information...
...BROADER DESCRIPTORS: **telecommunication** ;

20/3,K/9 (Item 2 from file: 94)
DIALOG(R)File 94:JICST-EPlus

04336882 JICST ACCESSION NUMBER: 99A0730304 FILE SEGMENT: JICST-E
Speech Recognition Using Stochastic Phonemic **Segment Model Based on** Phoneme **Segmentation.**
FURUICHI CHIEKO (1); AIZAWA KATSURA (1); INOUE KAZUHIKO (1)
(1) Toin'yokohamadai Ko
Denshi Joho Tsushin Gakkai Ronbunshi. D,2(Transactions of the Institute of Electronics, Information and Communication Engineers. D-2), 1999, VOL.J82-D-2,NO.7, PAGE.1111-1119, FIG.5, TBL.8, REF.15
JOURNAL NUMBER: L0197AAM ISSN NO: 0915-1923
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:165
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

Speech Recognition Using Stochastic Phonemic **Segment Model Based on** Phoneme **Segmentation.**
ABSTRACT: Speech recognition based on new stochastic **phoneme** segment model is proposed which is trained with **phoneme** features obtained from automatically extracted **phoneme**0 segments as learning samples. In the proposed system, **phoneme** boundaries are detected with segmentation as preprosessing of recognition. After **phoneme** discrimination is carried out based on this model, **phoneme** segment lattices with score are made. Then, **speech recognition** is performed by string matching with **indices** of the dictionary. **Identification** problem is reduced to discrimination problem of **phoneme** in continuous speech from the viewpoint of effective characteristic parameters for **phoneme** separation by removing extra parameters, because **phoneme** boundaries are very accurately estimated in this system. Therefore, the model for undefined speakers is prepared based on comparatively little amount of learning data. Using this segment model trained with learning samples extracted from **phoneme** -balanced word set including 4,920 words of 10 persons, recognition experiment of unlearned 6,708 words by 63 non-learned speakers was performed. As...
...DESCRIPTORS: **phoneme** (morpheme

20/3,K/10 (Item 3 from file: 94)
DIALOG(R)File 94:JICST-EPlus

01113831 JICST ACCESSION NUMBER: 90A0752443 FILE SEGMENT: JICST-E
An aplication of word-spotting-type voice recognition **for** menu selections .
YOSHIDA SHINSUKE (1); KITAI MIKIO (2)

(1) Nippon Telegraph & Telephone Corp., Communications & Information Processing Labs.; (2) Nippon Telegraph & Telephone Corp., Human Interface Lab.
Joho Shori Gakkai Zenkoku Taikai Koen Ronbunshu, 1990, VOL.41st,NO.3, PAGE.3.175-3.176, FIG.2, TBL.2, REF.3
JOURNAL NUMBER: S0731ACN
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:007.51 681.3:165
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Conference Proceeding
ARTICLE TYPE: Short Communication
MEDIA TYPE: Printed Publication

An aplication of word-spotting-type voice recognition **for** menu selections .
...DESCRIPTORS: **telephone** ;
...BROADER DESCRIPTORS: **telecommunication** ;
?

25/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC

04157188 INSPEC Abstract Number: C9207-7100-002
Title: Fax-on-demand: an introduction
Author(s): Lachman, C.E.; Lougee, M.; Whittaker, M.; Jones, P.; Martin, N.; Stearns, S.M.
Author Affiliation: Copia Int. Ltd., Wheaton, IL, USA
Journal: Library Hi Tech vol.9, no.4 p.7-18, 20-4
Publication Date: 1991 Country of Publication: USA
CODEN: LIHTD2 ISSN: 0737-8831
Language: English
Subfile: C

Abstract: Computer-based fax-on-demand systems will answer the **phone** and guide a caller through **voice menu selections** . The caller **identifies** the information desired by pressing the numbers on the touchtone **keypad** of the **phone** . The fax-on-demand system then delivers the information to the caller through either a one-call or two-call/call-back method. Fax-on...

... or more specified mail boxes. In contrast, fax-on-demand can better be characterized as a response application that allows individual callers to use touchtone **telephones** to access a database and other information, which can then be delivered to the caller's fax machine.
...Identifiers: touchtone **keypad** ;

25/3,K/2 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)

05857182
Fax on Demand
US: BOGEN LAUNCHES FAX VAULT
Byte (BYE) Apr 1993 p.72
Language: ENGLISH

Bogen Communications of Ramsey, New Jersey has launched Fax Vault, a fax-on-demand system which stores documents for retrieval via fax. Users use a **Touch - Tone telephone** and follow **voice prompts** which enable them to **select** and receive a maximum 999 pages of information. Documents are loaded into Fax Vault from PC fax modems of standard fax machines. Access to the...
?

30/3,K/1 (Item 1 from file: 8)
DIALOG(R)File 8:Ei Compendex(R)

01768926 E.I. Monthly No: EI8506051172 E.I. Yearly No: EI85116882
Title: CONVERSATIONAL TELEPHONE **MESSAGING SYSTEM.**
Author: Schmandt, Chris; **Arons, Barry**
Corporate Source: MIT, Architecture Machine Group, Cambridge, MA, USA
Source: IEEE Transactions on Consumer Electronics v CE-30 n 3 Aug 1984, 1984 Int Conf on Consum Electron, Rosemont, USA, Jun 6-8 1984 p 21-24
Publication Year: 1984
CODEN: ITCEDA ISSN: 0098-3063
Language: ENGLISH

Title: CONVERSATIONAL TELEPHONE **MESSAGING SYSTEM.**
Author: Schmandt, Chris; **Arons, Barry**
Abstract: The **Phone** Slave is a personal, integrated **telecommunications** management system, combining diverse message functions in a single user interface on a small general purpose computer. This paper will focus on the audio components of that interface (a related publication emphasizes the graphical interface. The **Phone** Slave is an intelligent answering machine, conversing with callers to format messages and relaying personal greetings to identified parties. Its owner can access these voice messages as well as electronic mail via **speech recognition** or **Touch - Tones** over the **phone** network. Access to both incoming and outgoing messages, an on-line directory, and autodial features are also provided by a touch-sensitive color monitor. 5...
Descriptors: **TELEPHONE** SYSTEMS...

...Applications; **TELEPHONE** APPARATUS; COMPUTER INTERFACES; AUDIO EQUIPMENT...
?

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File 348:EUROPEAN PATENTS 1978-2004/May W01
         (c) 2004 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20040506,UT=20040429
         (c) 2004 WIPO/Univentio

Set     Items   Description
S1      14050   IVR OR VRU OR (SPEECH OR VOICE)(3N)(RECOGNITION OR RESPONS-
             E)
S2      24058   DTMF OR DUAL()TONE()(MULTI()FREQUENCY OR MULTIFREQUENCY) OR
              TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR
             (KEY OR NUMBER OR DIAL)()(PAD OR PADS)
S3      65125   (OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR -
             LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVE-
             NTORY)(5N)(SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR -
             CHOOS? OR IDENTIF?)
S4       2235   S3(15N)(VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY
             OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VE-
             RBAL?)
S5        313   S1(15N)S3
S6         63   S5(15N)S2
S7          2   S6(15N)(REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOU-
             S? OR AUTOMATIC? OR AUTO)
S8        278   S1(15N)S4
S9         60   S8(15N)S2
S10        37   S9(15N)(TELECOM? OR TELEPHON? OR PHONE?)
S11        37   IDPAT S10 (sorted in duplicate/non-duplicate order)
S12        36   IDPAT S10 (primary/non-duplicate records only)
S13        15   S12 AND AD=20000502:20040520/PR
S14        21   S12 NOT (S13 OR S7)
S15         4   S9 AND IC=H04M-001/64
S16         1   S15 NOT (S13 OR S7 OR S14)
```

7/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

00897520
A method and apparatus providing bookmarks for audio programs
Verfahren und Gerat zur Lieferung von Lesezeichen fur Audioprogramme
Methode et appareil fournissant des signets pour des programmes audio
PATENT ASSIGNEE:
AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (Applicant designated States: all)
INVENTOR:
Hanson, Bruce Lowell, 28 Markham Place, Little Silver, N.J. 07739, (US)
LEGAL REPRESENTATIVE:
R.A. KUHNEN & P.A. WACKER (101501), Patentanwaltsgesellschaft mbH Alois-Steinecker-Strasse 22, 85354 Freising, (DE)
PATENT (CC, No, Kind, Date): EP 820180 A2 980121 (Basic)
EP 820180 A3 000112
APPLICATION (CC, No, Date): EP 97112072 970715;
PRIORITY (CC, No, Date): US 682034 960716
DESIGNATED STATES: DE; FR; GB; IT
EXTENDED DESIGNATED STATES: AL; LT; LV; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/50; H04Q-003/00
ABSTRACT WORD COUNT: 60
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9804	1045
SPEC A	(English)	9804	3421
Total word count - document A			4466
Total word count - document B			0
Total word count - documents A + B			4466

...SPECIFICATION services and, as is described below, can be instructed about options for resuming previously accessed audio services.
The service controller could also interface with an **Automatic Speech Recognition** Unit (ASR) which operates to detect voice responses by the users to **menu** prompts, rather than **detecting keypad** or **DTMF** responses.
The service controller 107 also interfaces with a user ID module 106. This connection provides the service controller with information abut the user including...

7/3,K/2 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00842041 **Image available**
METHOD AND SYSTEM FOR AUTOMATING QUOTE GENERATION
PROCEDE ET SYSTEME PERMETTANT D'AUTOMATISER LA FIXATION D'UN PRIX
Patent Applicant/Assignee:
GELCO CORPORATION, Three Capital Drive, Eden Prairie, MN 55344, US, US (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
MCMAHON Terry L, 7917 65th Avenue North, Brooklyn Park, MN 55428, US, US (Residence), US (Nationality), (Designated only for: US)

DOVALIS Michael C, 7229 Lyndale Avenue South, Richfield, MN 55423, US, US (Residence), US (Nationality), (Designated only for: US)
FOGARTY Michael J, 8966 Gould Road, Eden Prairie, MN 55347, US, US (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
PADMANABHAN Devan V (et al) (agent), Dorsey & Whitney, Pillsbury Center South, 220 South Sixth Street, Minneapolis, MN 55402, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200175727 A1 20011011 (WO 0175727)
Application: WO 2001US10168 20010330 (PCT/WO US0110168)
Priority Application: US 2000193960 20000331; US 2001820223 20010328
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9053

Fulltext Availability:
Detailed Description

Detailed Description
... tool and the world wide web as the information conduit. In alternative embodiments, the present invention method and system may utilize telephones to conduct the **automatic** quote-generation. The telephones may operate using an interactive **voice recognition** system that presents the user with a series of **selectable options** that are **selected** by touching a number on the telephone **keypad** or by saying a certain number.
Such an alternative embodiment may be particularly useful when in embodiments where a fewer number of options may be...
?

14/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01294989
Quality of service on demand for voice communications over a packet data network
Dienstqualitat auf Abruf fur Sprachkommunikationen uber ein Paketdatennetz
Qualite de service a la demande pour des communications vocales sur un reseau de donnees par paquets
PATENT ASSIGNEE:
LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill, New Jersey 07974-0636, (US), (Applicant designated States: all)
INVENTOR:
Hitzeman, Bonnie P., 1414 Brandon Drive, Wheaton, Illinois 60187-7508, (US)
LEGAL REPRESENTATIVE:
Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK) Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 1111859 A2 010627 (Basic)
EP 1111859 A3 011128
APPLICATION (CC, No, Date): EP 2000310295 001120;
PRIORITY (CC, No, Date): US 451327 991130
DESIGNATED STATES: DE; FR; GB
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-007/00
ABSTRACT WORD COUNT: 124
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200126	853
SPEC A	(English)	200126	3610
Total word count - document A			4463
Total word count - document B			0
Total word count - documents A + B			4463

...SPECIFICATION which expectations have been developed through years of using conventional switched circuit telecommunication systems. Moreover, many modern automated systems, such as voice mail and other **telephone** -based information systems, rely on **voice** and/or **touch - tone** digit recognition for data entry, **option selection** , and other operations. Such digit and **voice recognition** systems may fail or malfunction in the face of intermittent cut-outs or poor audio quality that can occur during high traffic periods on a...

14/3,K/2 (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

01148929
Method and system for reducing telephone costs for calls to service providers
Verfahren und System zur Verminderung von Fernsprechkosten fur Anrufen nach Dienstanbietern
Methode et systeme pour reduire les frais telephoniques pour des appels

vers des fournisseurs de services
PATENT ASSIGNEE:
INTERNATIONAL BUSINESS MACHINES CORPORATION, (200123), , Armonk, NY 10504, (US), (Applicant designated States: all)
INVENTOR:
Medan, Yoav, 25 Hankin Street, Haifa, (IL)
LEGAL REPRESENTATIVE:
Etorre, Yves Nicolas (87831), Compagnie IBM France, Departement Propriete Intellectuelle, 06610 La Gaude, (FR)
PATENT (CC, No, Kind, Date): EP 1001597 A2 000517 (Basic)
EP 1001597 A3 030903
APPLICATION (CC, No, Date): EP 99480069 990729;
PRIORITY (CC, No, Date): EP 98480074 981110
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-007/00; H04M-003/523; H04M-003/51
ABSTRACT WORD COUNT: 178
NOTE:
Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200020	928
SPEC A	(English)	200020	2130
Total word count - document A			3058
Total word count - document B			0
Total word count - documents A + B			3058

...SPECIFICATION a Call Center 15 that either provides some kind of product support or service sale. Typically, the calling party 10 is provided with an Interactive **Voice Response** 16 in the form of a **vocal** menu presenting various enumerated **options** . The subscriber can **select** a desired **option** by pressing one or more buttons on her **telephone keypad** . By such means, the initial handling of a subscriber's inquiry can be automated, thus saving personnel costs to the service provider.
After accepting the...

14/3,K/3 (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00981209
Internet-enabled voice-response service
Internetfahiger Sprachantwortdienst
Service a reponse vocal sur l'internet
PATENT ASSIGNEE:
AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (Applicant designated States: all)
INVENTOR:
Strahs, Lee B., 31 Primrose Lame, Colts Neck, New Jersey 07722, (US)
LEGAL REPRESENTATIVE:
Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub, Baaderstrasse 3, 80469 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 889627 A2 990107 (Basic)
EP 889627 A3 010131
APPLICATION (CC, No, Date): EP 98111203 980618;
PRIORITY (CC, No, Date): US 886136 970630

DESIGNATED STATES: CH; DE; DK; ES; FI; FR; GB; IT; LI; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-007/00
ABSTRACT WORD COUNT: 220
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9901	1552
SPEC A	(English)	9901	2214
Total word count - document A			3766
Total word count - document B			0
Total word count - documents A + B			3766

...SPECIFICATION are used to control voice response units. Other arrangements are not convenient to use, as they require complicated audio input set-ups to work properly.

Voice response units require callers to enter **touch - tone** control signals to navigate audio **menu selections** and obtain information or perform functions. Internet users desiring to access **voice response** units over the Internet are unable to conveniently do so. Internet **telephony** devices either are inconvenient to use, require complicated additional hardware, or don't work at all. The web graphical interface cannot be used because current...

14/3,K/4 (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

00912583
Toll free message response
Gebuhrenfreie Nachrichtenantwort
Message de reponse sans taxation
PATENT ASSIGNEE:
AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (Applicant designated States: all)
INVENTOR:
Hanson, Bruce L., 28 Markham Place, Little Silver, N.J. 07739, (US)
Huber, Kenneth M., 672 Buchanan Boulevard, Red Bank, N.J. 07701, (US)
LEGAL REPRESENTATIVE:
R.A. KUHNEN & P.A. WACKER (101501), Patentanwaltsgesellschaft mbH Alois-Steinecker-Strasse 22, 85354 Freising, (DE)
PATENT (CC, No, Kind, Date): EP 833490 A2 980401 (Basic)
EP 833490 A3 990908
APPLICATION (CC, No, Date): EP 97115570 970908;
PRIORITY (CC, No, Date): US 723734 960930
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-003/48; H04M-017/00; H04L-012/58
ABSTRACT WORD COUNT: 258
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9814	1810
SPEC A	(English)	9814	4287

Total word count - document A 6097
Total word count - document B 0
Total word count - documents A + B 6097

...SPECIFICATION create and transmit a reply to the calling party's message, the called party will select the "reply" option from the mailbox menu using the **touch - tone keypad** of **telephone** station set 20. However, it is understood that **voice recognition** and other conventional methods could be utilized to **select** mailbox **menu options** within the called party's VMS 40a.

After selecting the "reply" option, the called party is instructed by the called party's VMS 40a to...

14/3,K/5 (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

00771448
METHODS AND APPARATUS FOR ENCODING AND DECODING DATA TRANSMITTED OVER TELEPHONE LINES
VERFAHREN UND VORRICHTUNG ZUR KODIERUNG UND DEKODIERUNG VON UBER TELEFONLEITUNGEN UBERTRAGENEN DATEN
PROCEDE DE CODAGE ET DE DECODAGE DE DONNEES TRANSMISES PAR L'INTERMEDIAIRE DE LIGNES TELEPHONIQUES
PATENT ASSIGNEE:
ENCO-TONE, LTD., (1663011), Phasecom Building, Har Hahotzvim, P.O. Box 45094, Jerusalem 91450, (IL), (Proprietor designated states: all)
INVENTOR:
LABATON, Isaac, J., P.O. Box 45094, 91430 Jerusalem, (IL)
KELLY, Michael, K., 2915 East Redfield, Phoenix, AZ 85032, (US)
LEGAL REPRESENTATIVE:
Waldren, Robin Michael (55602), MARKS & CLERK, 57-60 Lincoln's Inn Fields , London WC2A 3LS, (GB)
PATENT (CC, No, Kind, Date): EP 786184 A1 970730 (Basic)
EP 786184 A1 971203
EP 786184 B1 010613
WO 9610880 960411
APPLICATION (CC, No, Date): EP 95938190 951004; WO 95US12979 951004
PRIORITY (CC, No, Date): IL 11115794 941004
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE
INTERNATIONAL PATENT CLASS: H04M-011/00
NOTE:
No A-document published by EPO
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200124	830
CLAIMS B	(German)	200124	780
CLAIMS B	(French)	200124	958
SPEC B	(English)	200124	5114

Total word count - document A 0
Total word count - document B 7682
Total word count - documents A + B 7682

...SPECIFICATION chose a particular item from a verbal menu. That is, when a caller desires to interact with an IVR system, the caller dials up a **telephone** line associated with the IVR computer through the use of a conventional **telephone** . The **IVR** board associated with the central

computer generates human audible **voice** commands, and prompts the caller to **select** various **menu** **options** through the use of **DTMF** tones.

The acoustic **DTMF** tone may be characterized as a **sound** associated with a particular button pressed by the caller. This is true whether the caller employs the Keypad on the telephone to generate DTMF tones...

14/3,K/6 (Item 6 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS
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00574255

Automatic processing of calls with different communication modes in a telecommunications system

Automatische Verarbeitung von Anrufen mit verschiedenen Kommunikationsmoden in einem Telekommunikationssystem

Traitement automatique d'appels a plusieurs modes de communication dans un systeme de telecommunication

PATENT ASSIGNEE:
AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (Proprietor designated states: all)

INVENTOR:
Yudkowsky, Michael Allen, 2952 W. Fargo, Chicago, Illinois 60645, (US)

LEGAL REPRESENTATIVE:
Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies (UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 576205 A2 931229 (Basic)
EP 576205 A3 940907
EP 576205 B1 010905

APPLICATION (CC, No, Date): EP 93304711 930617;

PRIORITY (CC, No, Date): US 902623 920623

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-003/50; H04M-003/60; H04M-011/06; H04Q-011/04; H04M-003/527

ABSTRACT WORD COUNT: 115

NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	419
CLAIMS B	(English)	200136	398
CLAIMS B	(German)	200136	372
CLAIMS B	(French)	200136	468
SPEC A	(English)	EPABF1	4337
SPEC B	(English)	200136	4304
Total word count - document A			4756
Total word count - document B			5542
Total word count - documents A + B			10298

...SPECIFICATION call routine 78 (not explained in detail herein) would send voice messages to the user. Replies requested from the user would either be by return **voice** as decoded by a **speech** **recognition** algorithm or **DTMF** signaling to **select** the desired **menu** item.

FIG. 5 illustrates a **telecommunications** system which incorporates an alternative embodiment 150 of a multinode service system in accordance with the present invention. Elements in FIG. 5 which are common...

...SPECIFICATION call routine 78 (not explained in detail herein) would

send voice messages to the user. Replies requested from the user would either be by return **voice** as decoded by a **speech recognition** algorithm or **DTMF** signaling to **select** the desired **menu** item.

FIG. 5 illustrates a **telecommunications** system which incorporates an alternative embodiment 150 of a multinode service system in accordance with the present invention. Elements in FIG. 5 which are common...

14/3,K/7 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00805388 **Image available**
VOICE ACTIVATED HYPERLINKS
HYPERLIENS ACTIVES PAR LA PAROLE
Patent Applicant/Assignee:
INTERVOICE LIMITED PARTNERSHIP, Suite 390, 639 Isbell Road, Reno, NV 89509, US, US (Residence), US (Nationality)
Inventor(s):
POLCYN Michael J, 1007 Springfield Lane, Allen, TX 75002, US,
Legal Representative:
TANNENBAUM David H (et al) (agent), Fulbright & Jaworski L.L.P., Suite 2800, 2200 Ross Avenue, Dallas, TX 75201, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200138962 A1 20010531 (WO 0138962)
Application: WO 99US28004 19991123 (PCT/WO US9928004)
Priority Application: WO 99US28004 19991123
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 6657

Fulltext Availability:
Detailed Description

Detailed Description
... mail audio text that defines scripts in a very linear fashion. For instance, a script definition could be "wait for a telephone ring." When the **phone** the rings, then answer; prompt the caller with a predefined set of **choices** ; receive the **selected** choice via either **DTMF** or **voice recognition** , and then perform the selected function.

FIGURE 7 is a diagram of flow of typical prior art interactive voice recognition/DTMF program 700, i.e...

14/3,K/8 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00787004 **Image available**
SYSTEM AND METHOD FOR BROKERING RATED SERVICES
SYSTEME ET PROCEDE POUR LE COURTAGE DE SERVICES COTES

Patent Applicant/Inventor:
CHRIST Michael A, 404 - 518 13th Street, New Westminster, British Columbia V3M 4L9, CA, CA (Residence), CA (Nationality)
Legal Representative:
MANNING Gavin N (agent), Oyen Wiggs Green & Mutala, 480 - 601 West Cordova Street, Vancouver, British Columbia V6B 1G1, CA,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200120491 A2 20010322 (WO 0120491)
Application: WO 2000CA1057 20000913 (PCT/WO CA0001057)
Priority Application: US 99395732 19990914
Parent Application/Grant:
Related by Continuation to: US 99395732 19990914 (CIP)
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 8797

Fulltext Availability:
Detailed Description

Detailed Description
... by which the services must be started or completed, or any other special requirements that the user might have.

Most preferably server 20 includes a **telephone** connection 50 equipped with a **speech recognition / speech** synthesis system and/or menu-selection software in which a user can **select** from among a number of **options** by pressing keys on a **telephone keypad** . Connection 50 is connected to interface 30. A user may use any **telephone** to call connection 50 and to communicate with server 20 in place of a user computer 22. A user can interact with server 20 via...

14/3,K/9 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00774484 **Image available**
ENHANCED SERVICE PLATFORM WITH SECURE SYSTEM AND METHOD FOR SUBSCRIBER PROFILE CUSTOMIZATION
PLATE-FORME DE SERVICES AMELIOREE A SYSTEME DE SECURITE, ET PROCEDE PERMETTANT DE PERSONNALISER UN PROFIL UTILISATEUR
Patent Applicant/Assignee:
ADC ESD INC, 12501 Whitewater Drive, Minnetonka, MN 55343, US, US (Residence), US (Nationality)
Inventor(s):
SHANKARAPPA Vijay, 168 Norren Drive, San Jose, CA 95124, US
BURGER Eric W, 1400 Julia Avenue, McLean, VA 22101-4027, US
NESTORIAK John III, 8903 Battery Place, Bethesda, VA 20814, US
Legal Representative:
WILLIAMS Gary S, Pennie & Edmonds LLP, 1155 Avenue of the Americas, New York, NY 10036, US
Patent and Priority Information (Country, Number, Date):

Patent: WO 200108022 A1 20010201 (WO 0108022)
Application: WO 2000US20434 20000727 (PCT/WO US0020434)
Priority Application: US 99361676 19990727
Designated States: CA IL
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Filing Language: English
Fulltext Word Count: 7505

Fulltext Availability:
Detailed Description

Detailed Description
... to that described above, is used to obtain a transaction ID. In a preferred embodiment, options are presented to the subscriber in the form of **voice** directions, possibly including a predefined hierarchical menu for the subscriber to navigate. The subscriber may **select options** either by pressing keys on the **telephone** keypad , or by **speaking** an appropriate command or response if Subscriber Service Manager 120 includes a **speech recognition** driven interface. In the latter case, the system might ask an open question such as "What do you want to do?" The subscriber, in response...

14/3,K/10 (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00755712 **Image available**
TELECOMMUNICATIONS SYSTEM
SYSTEME DE TELECOMMUNICATIONS
Patent Applicant/Assignee:
VISTA GROUP PTY LIMITED, 1037 Old Northern Road, Dural, NSW 2158, AU, AU (Residence), AU (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
MCNAMEE John Christopher, 1037 Old Northern Road, Dural, NSW 2158, AU, AU (Residence), AU (Nationality), (Designated only for: US)
Legal Representative:
GRIFFITH HACK, GPO Box 4164, Sydney, NSW 2001, AU
Patent and Priority Information (Country, Number, Date):
Patent: WO 200069132 A1 20001116 (WO 0069132)
Application: WO 2000AU430 20000511 (PCT/WO AU0000430)
Priority Application: AU 99285 19990511
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 10904

Fulltext Availability:
Detailed Description

Detailed Description
... IVR software that includes 0 a visitor path structure pre-determined by the client is loaded into the allocated RAM. Referring to Fig 4, the

IVR software provides the caller with transient messages such as a greeting, and **voice** prompts providing the caller with a **menu** 50 of **options** **selectable** using the **keypad** of the caller's **telephone** handset or by spoken command employing the **voice** **recognition** facility. If access to the 5 network 12 is through the web server 19 from a remote computer tenninal, a graphical menu of substantially the...

14/3,K/11 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00731172
A METHOD FOR SERVING IP USERS BY GRAPHICALLY-BASED INTERACTION TO AGENTS OF A CALL CENTER
PROCEDE DE DESSERTE D'UTILISATEURS IP METTANT EN OEUVRE UNE INTERACTION DE TYPE GRAPHIQUE AVEC DES AGENTS D'UN CENTRE D'APPEL
Patent Applicant/Assignee:
ECI TELECOM LTD, Hasivim Street 30, 49517 Petach Tikvah, IL, IL (Residence), IL (Nationality)
Inventor(s):
VERED Nimrod Itzhak, Moshav Mishmeret 51, 40695 Gush Tel Mond, IL
GANANI Nir, Shapira Street 3, 58017 Azor, IL
Legal Representative:
LUZZATTO Kfir, Luzzatto & Luzzatto, P.O. Box 5352, 84152 Beer-Sheva, IL
Patent and Priority Information (Country, Number, Date):
Patent: WO 200044159 A1 20000727 (WO 0044159)
Application: WO 2000IL34 20000118 (PCT/WO IL0000034)
Priority Application: US 99233818 19990120
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7985

Fulltext Availability:
Detailed Description

Detailed Description
... destination. These IP users access the vendor via his Web site, and are served by an answering system. Currently available answering systems, such as Interactive **Voice** **Response** (**IVR**) systems, offers the user several service **menus** , which are operated by **selecting** different features using a **telephone** **keypad** . The service is limited since information about the required services may be supplied to the system by a specific number of digits. Other systems, such...

14/3,K/12 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00498910 **Image available**

REAL TIME SUBSCRIBER BILLING AT A SUBSCRIBER LOCATION IN AN UNSTRUCTURED COMMUNICATION NETWORK
FACTURATION DE L'ABONNE EN TEMPS REEL SUR UN SITE DE L'ABONNE DANS UN RESEAU DE COMMUNICATIONS NON STRUCTURE
Patent Applicant/Assignee:
BLOCK Robert S,
Inventor(s):
BLOCK Robert S,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9930262 A1 19990617
Application: WO 98US26199 19981209 (PCT/WO US9826199)
Priority Application: US 97987549 19971209
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 21140
Fulltext Availability:
Detailed Description

Detailed Description
... the subscriber can be informed of the charges accumulated to date or the remaining balance is by pressing a predetermined sequence of buttons on the **telephone keypad** , including identifying information such as a PIN.

The subscriber can then connected to a **Voice Response** System (VRS). In **response** to digital **voice prompts** from the VRS, the subscriber **identifies** the information desired.

The VRS can provide the value of the subscriber's balance or a list of call charges, depending on the subscriber's...

14/3,K/13 (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00489996 **Image available**
ENHANCED OPERATOR CONSOLE
PUPITRE D'OPERATEUR AMELIORE
Patent Applicant/Assignee:
MCI WORLDCOM INC,
Inventor(s):
DICKERMAN Robert Frank,
FURGASON Shawn Paul,
BARTELS Patty Marie,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9921348 A1 19990429
Application: WO 98US22269 19981021 (PCT/WO US9822269)
Priority Application: US 97956221 19971021
Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 19520

Fulltext Availability:

Detailed Description
Detailed Description
... responding to digitized voice prompts is provided by audio response units (ARUs) and the like. Customers typically enter data and select options by using their **telephone keypads** which generate **Dual Tone Multi - Frequency** (**DTMF**) signals. Altemtively, some automated systems
are equipped with **voice recognition** devices that allow customers to enter data and **select options** by **speaking** into their **telephone** handsets.

An example of a service that is typically provided by an automated platform is a telephone debit card service. Such services allow customers to...

14/3,K/14 (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00489995 **Image available**
SYSTEM AND METHOD FOR PROVIDING OPERATOR AND CUSTOMER SERVICES
SYSTEME ET PROCEDE PERMETTANT DE FOURNIR DES SERVICES D'OPERATEUR ET DES SERVICES CLIENTS
Patent Applicant/Assignee:
MCI WORLDCOM INC,
Inventor(s):
DICKERMAN Robert Frank,
KULT George M,
FURGASON Shawn Paul,
BARTELS Patty Marie,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9921347 A1 19990429
Application: WO 98US22268 19981021 (PCT/WO US9822268)
Priority Application: US 97956232 19971021
Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 19646

Fulltext Availability:
Detailed Description

Detailed Description
... responding to digitized voice prompts provided by audio response units (ARUs) and the like. Customers typically enter data and select options by using IL--heir **telephone keypads** which generate **Dual Tone Multi Frequency** (**DTMF**) signals. Alternatively, some automated systems are equipped with **voice recognition** devices that allow customers to enter data and **select options** by **speaking** into their **telephone** handsets.

An example of a service that is typically provided by an automated platform is a telephone debit card service. Such services allow customers to...

14/3,K/15 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00448126 **Image available**
REAL TIME SUBSCRIBER BILLING SYSTEM AND METHOD
SYSTEME ET PROCEDE DE FACTURATION D'ABONNE EN TEMPS REEL
Patent Applicant/Assignee:
REAL-TIME BILLING INC,
Inventor(s):
BLOCK Robert S,
RICCOBONI Richard J,
WENGER Alexander A,
CHAPUS Frederick H,
BRAMWELL Jonathan R,
DAUGHERTY J Robert,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9838590 A1 19980903
Application: WO 98US3890 19980227 (PCT/WO US9803890)
Priority Application: US 97806387 19970227
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 18640

Fulltext Availability:
Detailed Description

Detailed Description
... the subscriber can be informed of the charges accumulated to date or the remaining balance is by pressing a predetermined sequence of buttons on the **telephone keypad** , including identifying information such as a PIN.

The subscriber can then connected to a **Voice Response** System (VRS). In **response** to digital **voice prompts** from the VRS, the subscriber **identifies** the information desired.

The VRS can provide the value of the subscriber's balance or a list of call charges, depending on the subscriber's...

14/3,K/16 (Item 10 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00438464 **Image available**
PAGER WITH DEFINED CUSTOM ALPHANUMERIC MESSAGES
RECEPTEUR D'APPELS DE PERSONNES A MESSAGES ALPHANUMERIQUES PERSONNALISES DEFINIS
Patent Applicant/Assignee:
SEIKO COMMUNICATIONS SYSTEMS INC,
Inventor(s):
PARK Michael C,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9828928 A1 19980702
Application: WO 97US18714 19971018 (PCT/WO US9718714)
Priority Application: US 96773740 19961224

Designated States: AU BR CA CH CN JP KR MX RU AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 4324

Fulltext Availability:
Detailed Description

Detailed Description
... central control 50 orchestrating operation of clearinghouse 20. A voice response unit (VRU) 52 interacts with caller 14 by way of PSTN 18 and conventional **telephone** 16. As may be appreciated, **voice response** unit 52 provides to caller 14 a variety of menu choices by **voice** presentation and caller 14 responds by activation of **keypad** 16a to **select** various **menu** prompts. As will be discussed more fully hereafter, following interaction between **voice** response unit 52 and caller 14, **voice response** unit 52 submits a new paging message 54 to central control 50. For each new paging message 54 generated by voice response unit 52, central...

14/3,K/17 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00357269 **Image available**
COMMUNICATION SYSTEM AND METHOD FOR AUTOMATICALLY DEFERRING MESSAGES INTENDED FOR A PAGER
SYSTEME ET PROCEDE DE COMMUNICATION PERMETTANT DE DIFFERER AUTOMATIQUEMENT DES MESSAGES DESTINES A UN RECEPTEUR D'APPEL
Patent Applicant/Assignee:
MOTOROLA INC,
Inventor(s):
KING Jeffrey Scott,
FRIEDMAN Tara,
MINUTO Michael Thomas,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9639783 A1 19961212
Application: WO 96US4080 19960325 (PCT/WO US9604080)
Priority Application: US 95465037 19950605
Designated States: CA CN JP KR MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 7495

Fulltext Availability:
Detailed Description

Detailed Description
... store a
message at all. The originator greeter element 222 uses the DTMF decoder to decode the options selected by the caller using the conventional **touch - tone telephone** 124. Alternatively, the originator greeter element
uses a **voice recognition** element (not shown) to decode the **options selected** by **voice** by the caller. The automated **telephonic voice** message
system 220 can be alternatively implemented as firmware elements (that is, software or machine code) included in the ROM 224. The firmware elements use...transmit the deferred messages to the selective call

transceiver of the user. Similar to the originator greeter element, the user greeter element also uses the **DTMF** decoder 213 or the **voice recognition** element (not shown) to decode the **options selected** by the
user. Alternatively, the user preferably communicates with the automated **telephonic voice** message system 220 through radio frequency wireless means provided by the two-way paging communication system
The processor 210 also is coupled to a read...

14/3,K/18 (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00349459 **Image available**
VOICE AND VISUAL DATA COMMUNICATIONS SWITCHING USING FORMS
COMMUTATION DE COMMUNICATIONS DE DONNEES VISUELLES ET VOCALES A L'AIDE DE MASQUES
Patent Applicant/Assignee:
RADISH COMMUNICATIONS SYSTEMS INC,
Inventor(s):
DAVIS Richard A,
BRITTAIN Anthony J,
SMITH Richard A,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9631972 A1 19961010
Application: WO 96US4287 19960401 (PCT/WO US9604287)
Priority Application: US 95201 19950405
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 22453
Fulltext Availability:
Detailed Description

Detailed Description
... request. Press three if you have a natural gas leak.", etc.) The caller
selects one of the options by pressing the corresponding key on the **telephone key pad** , which transmits an audio signal to the **VRU** . The
VRU voice card detects the audio signal and the processor follows the script for the **selected option** . Instructions are issued by the processor to the network interface card and **voice** cards over the ISA bus using a

14/3,K/19 (Item 13 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00341703 **Image available**
VOICE AND VISUAL DATA COMMUNICATIONS SWITCHING USING A VOICE RESPONSE UNIT
COMMUTATION DE LIAISONS VOCALES ET OPTIQUES PAR UN REPONDEUR VOCAL
Patent Applicant/Assignee:
RADISH COMMUNICATIONS SYSTEMS INC,
Inventor(s):

DAVIS Richard A,
LONGFELLOW Robert L,
WINSECK Michael M Jr,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9624215 A1 19960808
Application: WO 96US1040 19960126 (PCT/WO US9601040)
Priority Application: US 9564 19950130
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AZ BY KG KZ RU TJ TM AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 21035
Fulltext Availability:
Detailed Description

Detailed Description
... request. Press three if you have a natural gas leak.", etc.) The caller
selects one of the options by pressing the corresponding key on the **telephone key pad** , which transmits an audio signal to the **VRU** . The
VRU voice card detects the audio signal and the processor follows the script for the **selected option** . Instructions are issued by the processor to the network interface card and **voice** cards over the ISA bus using a predefined command protocol. Digitized voice data can also be communicated over the PEB bus from the voice cards...

14/3,K/20 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00309208
INTERACTIVE VOICE RESPONSE SYSTEM
SYSTEME DE REPONDEUR VOCAL INTERACTIF
Patent Applicant/Assignee:
CITIBANK N A,
Inventor(s):
PORTER Donna L,
WEISS Lawrence D,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9527360 A1 19951012
Application: WO 95US3986 19950331 (PCT/WO US9503986)
Priority Application: US 94220863 19940331; US 94322619 19941013
Designated States: AM AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB GE HU JP KE KG KP KR KZ LK LT LU LV MD MG MN MW MX NL NO NZ PL PT RO RU SD SE SI SK TJ TT UA UZ VN KE MW SD SZ UG AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 19064

Fulltext Availability:
Claims

Claim
... option selection means.
2e An interactive voice response system, according to claim

1 wherein said first and second option selection means use

buttons of a **touch - tone telephone** .
3o An interactive **voice response** system, according to claim

1 wherein said letter corresponding to one or more of said **selectable options** is the first letter of names of said options.
71
An interactive **voice response** system, according to claim

1 wherein said second option selection means is constant for all of said selectable options.
An interactive voice response system, according...method of operating an interactive voice response
system, according to claim 19,, wherein said selecting and allowing steps include allowing the user to confirm a **selected option** .
27e A method of operating an interactive **voice response** system, according to claim 19, wherein said step of allowing the user to **select** an **option** includes having the user press a particular key of a **touch - tone** telephone.
76
* A method of operating an interactive **voice response** system, according to claim 19, wherein said step of allowing the user to **select** an **option** includes having the user **speak** a particular phrase into a telephone.
29* A method of operating an interactive **voice response** system, according to claim 19, wherein said voice prompts are in the Spanish language.
30o A method of operating an interactive voice response system, according...

14/3,K/21 (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00294799
A CALLER NAME AND IDENTIFICATION COMMUNICATION SYSTEM WITH CALLER SCREENING OPTION
SYSTEME DE TELECOMMUNICATIONS AVEC IDENTIFICATION ET ANNONCE DU NOM DE L'APPELANT, OFFRANT UNE OPTION DE FILTRAGE DES APPELS
Patent Applicant/Assignee:
ENGINEERING AND BUSINESS SYSTEMS INC,
Inventor(s):
SERBETCIOGLU Bekir,
BAGOREN Ilhan,
DUMAN Osman,
OZULKULU Esref,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9512948 A1 19950511
Application: WO 94US12545 19941031 (PCT/WO US9412545)
Priority Application: US 93147346 19931101
Designated States: AU BG BR BY CA CN CZ FI HU JP KP KR NO NZ PL RO RU SI SK UA VN AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 7503
Fulltext Availability:
Detailed Description

Detailed Description

... include: (1) waiting without any
action for a period of time, (2) entering a digit or
speaking "yes" or "no", (3) redirecting it to a **voice** mail
system (VM) or another **telephone** number by hanging up, or
15 (4) **selecting** other **options** for redirection using Dual Tone
Multiple Frequency or Multifrequency (**DTMF**) or **speech**
recognition or grunt detection technologies.

As is known in the art, **DTMF** is the distinct tones
generated and detected by **telephone** and switching equipment,
20 such as, interactive voice response (IVR) and voice mail
(VM) and the like. These tones are generated as a
superimposition of...
?

16/3,K/1 **(Item 1 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT

00891726 **Image available**
VIRTUAL PBX
PBX VIRTUEL
Patent Applicant/Assignee:
Z-TEL TECHNOLOGIES INC, 601 South Harbour Island Boulevard, Tampa, FL 33602, US, US (Residence), US (Nationality)
Inventor(s):
CRIPE Daniel E, 520 Woodbridge Hollow Court, Atlanta, GA 30306, US,
MCDONOUGH Charles, 2340 Wulfert Road, Sanibel, FL 33957, US,
NEWTON Gregory P, 1289 Verdon Drive, Dunwoody, GA 30338, US,
Legal Representative:
TOBIN Robert T (et al) (agent), Kenyon & Kenyon, Suite 700, 1500 K Street, Washington, DC 20005, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200225907 A1 20020328 (WO 0225907)
Application: WO 2001US28355 20010913 (PCT/WO US0128355)
Priority Application: US 2000666413 20000920
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
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Fulltext Word Count: 4763

Main International Patent Class: **H04M-001/64**
Fulltext Availability:
Detailed Description

Detailed Description
... presented with a menu, for example. The menu may be in any manner known to one skilled in the art, I 0 such as a **touch** - **tone** , **voice recognition** , interactive **voice** **response** , text, touch screen, etc. The **menu** may prompt the caller to **choose** between several possible **options** , including **choosing** between various, extensions, such as
those shown representing Matthew and Megan, leaving a **voice** mail in a common voice mailbox, or being transferred to an administrator, receptionist or 1 5 directory, for example.
As shown in Fig. 6, three...
?

File 9:Business & Industry(R) Jul/1994-2004/May 10
(c) 2004 The Gale Group
File 15:ABI/Inform(R) 1971-2004/May 10
(c) 2004 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2004/May 11
(c) 2004 The Gale Group
File 20:Dialog Global Reporter 1997-2004/May 11
(c) 2004 The Dialog Corp.
File 47:Gale Group Magazine DB(TM) 1959-2004/May 11
(c) 2004 The Gale group
File 75:TGG Management Contents(R) 86-2004/May W1
(c) 2004 The Gale Group
File 80:TGG Aerospace/Def.Mkts(R) 1986-2004/May 10
(c) 2004 The Gale Group
File 88:Gale Group Business A.R.T.S. 1976-2004/May 10
(c) 2004 The Gale Group
File 98:General Sci Abs/Full-Text 1984-2004/May
(c) 2004 The HW Wilson Co.
File 112:UBM Industry News 1998-2004/Jan 27
(c) 2004 United Business Media
File 141:Readers Guide 1983-2004/May
(c) 2004 The HW Wilson Co
File 148:Gale Group Trade & Industry DB 1976-2004/May 11
(c)2004 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2004/May 11
(c) 2004 The Gale Group
File 264:DIALOG Defense Newsletters 1989-2004/May 10
(c) 2004 The Dialog Corp.
File 484:Periodical Abs Plustext 1986-2004/May W1
(c) 2004 ProQuest
File 553:Wilson Bus. Abs. FullText 1982-2004/May
(c) 2004 The HW Wilson Co
File 570:Gale Group MARS(R) 1984-2004/May 10
(c) 2004 The Gale Group
File 608:KR/T Bus.News. 1992-2004/May 11
(c)2004 Knight Ridder/Tribune Bus News
File 620:EIU:Viewswire 2004/May 10
(c) 2004 Economist Intelligence Unit
File 613:PR Newswire 1999-2004/May 11
(c) 2004 PR Newswire Association Inc
File 621:Gale Group New Prod.Annou.(R) 1985-2004/May 07
(c) 2004 The Gale Group
File 623:Business Week 1985-2004/May 04
(c) 2004 The McGraw-Hill Companies Inc
File 624:McGraw-Hill Publications 1985-2004/May 10
(c) 2004 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2004/May 09
(c) 2004 San Jose Mercury News
File 635:Business Dateline(R) 1985-2004/May 08
(c) 2004 ProQuest Info&Learning
File 636:Gale Group Newsletter DB(TM) 1987-2004/May 10
(c) 2004 The Gale Group
File 647:CMP Computer Fulltext 1988-2004/May W1
(c) 2004 CMP Media, LLC
File 696:DIALOG Telecom. Newsletters 1995-2004/May 10
(c) 2004 The Dialog Corp.
File 674:Computer News Fulltext 1989-2004/May W1
(c) 2004 IDG Communications
File 810:Business Wire 1986-1999/Feb 28

File 813:PR Newswire 1987-1999/Apr 30

Set	Items	Description
S1	196323	IVR OR VRU OR (SPEECH OR VOICE)(3N)(RECOGNITION OR RESPONSE)
S2	119772	DTMF OR DUAL()TONE()(MULTI()FREQUENCY OR MULTIFREQUENCY) OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR (KEY OR NUMBER OR DIAL)()(PAD OR PADS)
S3	639009	(OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVENTORY)(5N)(SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR CHOOS? OR IDENTIF?)
S4	18909	S3(15N)(VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?)
S5	861	S1(15N)S3
S6	169	S5(15N)S2
S7	147	S6(15N)S4
S8	4	S7(15N)(REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO)
S9	2	RD S8 (unique items)
S10	312	S2(5N)S4
S11	245	S10(10N)(S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S12	237	S10(5N)(S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S13	102	S10(5N)S1
S14	2	S13(5N)(REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO)
S15	3	S9 OR S14
S16	2	RD S15 (unique items)
S17	2	S16 NOT PY>2000
S18	188	S1(5N)S2(5N)S4
S19	145	S1(3N)S2(3N)S4
S20	96	S19(3N)(TELECOM? OR TELEPHON? OR PHONE?)
S21	128	AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWAITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J? OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S22	11	S21 AND (S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S23	0	S22(S)S3
S24	7	RD S22 (unique items)
S25	4	S24 NOT (PY>2000 OR S17)
S26	24	S20 NOT S13
S27	13	RD S26 (unique items)

17/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01679728 03-30718
How to use technology to effectively deliver broad-based stock option plans
Jarcho, David
Compensation & Benefits Review v30n4 PP: 87-90 Jul/Aug 1998
ISSN: 0886-3687 JRNL CODE: CPR
WORD COUNT: 1655

...TEXT: intranet communications are practical tools that allow administrators to effectively manage information and communicate the benefits of a stock option plan to participants on a **real - time** basis.

1. **IVR** . By **selecting** from a **list** of **voice prompts** , users with a **touch - tone** telephone can access plan information through an **IVR** system regarding participation histories, vesting schedules, and a review of frequently asked questions.

Many corporations are integrating their IVR with the administrator's software package...

17/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00765797 94-15189
A telephony revolution
Stevens, Michael
Marketing PP: 38 Sep 16, 1993
ISSN: 0025-3650 JRNL CODE: MAR
WORD COUNT: 924

...TEXT: s automated call-handling service.

High volume inbound traffic can be successfully handled using an automated call distributor(ACD). Some of these have an interactive **voice response** (**IVR**) facility. This allows callers to **choose** between a **menu** of **options** , using the **touch tones** On their phones. ECI Book and Record Club in Holland uses this system for **automatically** capturing orders.

Calls can also be answered automatically by dedicated IVR equipment. Leeds-based IMS claims to be the UK's largest automated call-handling...
?

25/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00648688 92-63628
Value-Chain Assessment of the Travel Experience
Brathwaite, Ron
Cornell Hotel & Restaurant Administration Quarterly v33n5 PP: 41-49 Oct 1992
ISSN: 0010-8804 JRNL CODE: CHR
WORD COUNT: 4944

Brathwaite, Ron
...TEXT: guest a private voice-mail "box" during check-in. Guests call in to the voice-mail system and retrieve their messages by touching the touchtone **telephone** buttons in **response** to **voice** prompts. Hearing a message recorded by the caller in his or her voice and language is so much better than receiving a note from the...

... relying on travel agents' offices as the place where customers choose their vacation site and where reservations are made, why not use customers' televisions and **telephones** in their homes? IBM and Sears have combined forces to create "Prodigy," a software package that allows access to over 400 businesses including hotels, restaurants, and rental-car services for delivery via a standard **telephone** network to millions of U.S. homes.
* Could hand-held terminals provide "roving" customs and immigration check-ins in a manner similar to the British...and, as one might expect, when occupancy went above 80 percent the number of messages more than doubled. With voice mail, in contrast, no additional **telephone** operators are needed to handle the increase in messages. As a result, revenues increased with the higher occupancy while labor costs for information services remained...

25/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00472130 89-43917
Multimedia Systems: Getting the Word
Schmandt, Chris; **Arons, Barry**
UNIX Review v7n10 PP: 54-62 Oct 1989
ISSN: 0742-3136 JRNL CODE: UXR

... **Arons, Barry**

ABSTRACT: The merger of voice communications with computer systems can require the integration of complex technologies such as digital recording and playback, **speech recognition** , text-to- **speech** synthesis, and **telephone** interface equipment. Potential audio applications include: 1. voice-driven typewriters, 2. voice annotation of text, 3. interactive audio training systems, 4. voice mail systems, 5. computer conferencing, 6. **telephone** access to data, 7. speech replacement of mouse and keyboard input, 8. auditory icons, 9. speed-dialing tools, and 10. **telephone** answering machines. The design of audio applications and user interfaces must consider limitations that are inherent in the medium or attributable to current audio technology...

...DESCRIPTORS: **Voice recognition** ;

25/3,K/3 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)

04708004 SUPPLIER NUMBER: 19105646 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The National Depressive and Manic-Depressive Association consensus statement on the undertreatment of depression.
Hirschfeld, Robert M.A.; Keller, Martin B.; Panico, Susan; **Arons, Bernard S.** ; Barlow, David; Davidoff, Frank; Endicott, Jean; Froom, Jack; Goldstein, Michael; Gorman, Jack M.; Guthrie, Don; Marek, Richard G.; Maurer, Theodore A.; Meyer, Roger; Phillips, Katharine; Ross, Jerilyn; Schwenk, Thomas L.; Sharfstein, Steven S.; Thase, Michael E.; Wyatt, Richard J
JAMA, The Journal of the American Medical Association, v277, n4, p333(8)
Jan 22, 1997
ISSN: 0098-7484 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8601 LINE COUNT: 00748

... **Arons, Bernard S**
... treatment. More recent themes have turned toward reaching families, coworkers, and friends. The program has provided printed materials, radio and television spots, a toll-free **telephone** number, special events, and consultation. The community and professional partnership program has instituted model collaborations with states and local entities. D/ART also organizes special...

25/3,K/4 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

01314007 SUPPLIER NUMBER: 07841832 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Getting the word. (multimedia systems)
Schmandt, C.; **Arons, B.**
UNIX Review, v7, n10, p54(8)
Oct, 1989
ISSN: 0742-3136 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3870 LINE COUNT: 00317

... **Arons, B.**

...ABSTRACT: voice applications are among the most important potential uses of multimedia technology. Integrating such applications as voice annotation of text, interactive audio training systems, and **voice - recognition** input presents a major development challenge. Limitations of audio utility include the fact that speech is slow and the difficulty of producing intelligible synthetic speech. Real-time variants of UNIX offer the most potential as interactive-audio platforms. Both **speech recognition** and synthesis require specialized digital signal processors. A server approach is the best way to support audio hardware. The VOX Audio Server, a network-transparent...
...designed for integrated audio functions, is described. VOX will run on BSD UNIX and the Mach Unix variant with AT-bus based workstations; extensions for **speech recognition** and synthesis are planned.
... and their users to communicate via voice. Taken broadly, the use of speech as a command and data channel may require digital recording and playback, **speech recognition** , text-to- **speech** synthesis, and **telephone** interface equipment.

27/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)

1537254 Supplier Number: 01537254 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Applied Voice Technology readies voice mail integration
(Applied Voice Technology promises to extend the utility of its telephony software for servers)
Computer Reseller News, n 689, p 32
June 24, 1996
DOCUMENT TYPE: Journal ISSN: 0893-8377 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 528

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...call manager client software, will be priced at $7,500 for up to five users.

Several features have been developed for this newest version, including **speech recognition** . With **speech recognition** technology, callers may **select** from several **menu options** by **speaking** into a **telephone** and **saying** a word or term, or by using a **telephone keypad** . The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01331060 99-80456
Best of both worlds: The Internet-enabled call center
Ryan, John
Network World v13n44 PP: 41 Oct 28, 1996
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 815

...TEXT: request.

This process can be automated even further when an IVR system is used to make the callback. The transaction might be completed through the **IVR** 's voice prompts and the customer's **telephone keypad** response. More advanced systems provide automated **speech recognition** , which allows customers to **speak** rather than key in their **choices** ..

Of course, the customer could **choose** to be transferred to an agent at any point, in which case the information gathered through the IVR would be added to the original CTI...

27/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01251927 99-01323
Applied Voice Technology readies voice mail integration

Yamada, Ken
Computer Reseller News n689 PP: 32 Jun 24, 1996
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 515

...TEXT: call manager client software, will be priced at $7,500 for up to five users.

Several features have been developed for this newest version, including **speech recognition** . With **speech recognition** technology, callers may **select** from several **menu options** by **speaking** into a **telephone** and **saying** a word or term, or by using a **telephone keypad** . The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/4 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00813987 94-63379
Voice processors stand alone no more
Robins, Marc
Network World v11n4 PP: 54-66 Jan 24, 1994
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 4692

...TEXT: processor board and associated software, fax processing makes it possible for callers to send and receive fax messages and documents by entering commands on a **telephone keypad** .

Fax processing capabilities are increasingly being integrated or combined with **IVR** , **voice** mail and other **voice** processor-based applications.

For instance, callers can respond to **voice prompts** asking them to **select** which of a series of stored documents they would like sent to their fax machines, a process known as fax-on-demand. A wide array...

27/3,K/5 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00806937 94-56329
EDI for human resources saves money and time
Moynihan, James J; Kibat, Gerry
Healthcare Financial Management v48n1 PP: 72-77 Jan 1994
ISSN: 0735-0732 JRNL CODE: HFM
WORD COUNT: 2329

...TEXT: with this tremendous variety of plans and customization options is that they create additional administrative costs for the employer. One solution is to use interactive **voice response** software to rather employee benefit **selection choices** . Having gathered that information electronically through **touch - tone telephone** input, the employer then may pass it on to the payroll program for an automated update, as shown in Exhibit 2. (Exhibit 2 omitted.)

The...

27/3,K/6 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

04914615 Supplier Number: 47225363 (USE FORMAT 7 FOR FULLTEXT)
TALX Corporation signs contract to provide a winning solution for Publishers Clearing House.
Business Wire, p03200006
March 20, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 524

... need without tying up internal resources."
The TALX system will allow both touch-tone phone as well as rotary phone users to retrieve information. While **touch - tone phone**0 users will press a button to indicate their **menu selections** , rotary **phone** users will be able to **speak** the menu option of their choice and **voice recognition** technology will enable system use.
More than 50 companies outsource their interactive communications to TALX. "For our outsourced customers, TALX bridges the gap between the...

27/3,K/7 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

04366138 Supplier Number: 46403554 (USE FORMAT 7 FOR FULLTEXT)
GTE ELECTRONIC REPAIR SERVICES LAUNCHES ONE-NUMBER, ONE-CALL ACCESS SYSTEM FOR CUSTOMERS
PR Newswire, p0521LATU027
May 21, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 438

... repair, calibration, contract engineering and product-life-cycle support to manufacturers, service providers and end-user organizations across North America.
SRS is completely automated, using **touch - tone phone** response or state-of-the-art **voice response** . A customer simply needs to call 1-800-788-4831 and **select** one of three **options** .
Option one offers access to sales staff and information on GTE ERS' complete line of services.
Option two allows a caller to choose customer service from...

27/3,K/8 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter

16721278 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Marketview lines up venture capitalists
SECTION TITLE: NEWS
WELLS Amanda
INFOTECH WEEKLY , 2 ed, p7
April 17, 2001
JOURNAL CODE: WIWY LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 553

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the technology has potential for the banking, fast-moving consumer goods and telecommunications industries.

Mr O'Connor says the company is working on adding interactive **voice response** capabilities to the software. This would mean being able to see what **options** customers **selected** the most often when dialling up automated **touch - tone phone** systems, or tracing their path through menu structures.

Another enhancement being considered is improving qualitative customer data, which would mean providing more descriptive information about...

27/3,K/9 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter

04865772 (USE FORMAT 7 OR 9 FOR FULLTEXT)
FCG, Inc. Announces Automatic Order Verification System for Internet Commerce
BUSINESS WIRE
April 06, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 540

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... system, except that call-backs are generated as internet orders are placed. FCG customizes the call-back script to meet a company's needs. One **option** allows customers to **choose** between a 1voice -activated **response** (answers are recorded), or a **touch - tone** response, using the **telephone** key pad. Call-backs can be scheduled at the convenience of the consumer, and multiple attempts are made. FCG, Inc. uses secure file transfer to...

27/3,K/10 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

02931509 Supplier Number: 45963987 (USE FORMAT 7 FOR FULLTEXT)
BRIEF TRANSMISSION:ON DEMAND DATABASES BY FAX
Telecomworldwire, pN/A
Nov 28, 1995
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 128

... Facts, a new service that it claims is the first on-demand news and information service for handheld computer users. The system is accessible by **touch tone telephone** or fax machine with a **voice recognition menu** which assists the user's **selection** before delivering the information by fax. Emergent says that the same technology could be linked to a radio system for delivery by radio data terminal...

27/3,K/11 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

01665416 Supplier Number: 42639688 (USE FORMAT 7 FOR FULLTEXT)
SIMPACT INTRODUCES VOICE-PROCESSING PLATFORM WITH SPEAKER-INDEPENDENT SPEECH RECOGNITION
Audiotex Update, v4, n1, pN/A
Jan, 1992
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 597

... a Touch-Tone keypad. More than 40% of residential telephones in the U.S. today are rotary dial, and the percentages are even higher internationally. **Speech recognition** allows rotary dial callers to use **voice response** applications that were previously unavailable to them. Callers can interact with ClientCall by **selecting menu options** through **speech** , rather than **selecting options** by pressing numbers on the **telephone keypad** .

According to Charles Smith, Simpact's vice president of voice processing products and services, "Voice response applications have demonstrated their value in helping corporations and... .

27/3,K/12 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext

01095061 CMP ACCESSION NUMBER: CRN19960624S0028
Applied Voice Technology readies voice mail integration
Ken Yamada
COMPUTER RESELLER NEWS, 1996, n 689, PG32
PUBLICATION DATE: 960624
JOURNAL CODE: CRN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: News
WORD COUNT: 528

... call manager client software, will be priced at $7,500 for up to five users.

Several features have been developed for this newest version, including **speech recognition** . With **speech recognition** technology, callers may **select** from several **menu options** by **speaking** into a **telephone** and **saying** a word or term, or by using a **telephone keypad** . The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/13 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire

0989634 DCTH027
BLM Web, Fax Sites Provide Up-to-the-Minute Agency Information

DATE: August 29, 1996 16:23 EDT WORD COUNT: 393

...receive the documents immediately on their fax machine.

Here is how to use BLM-NewsServiceFAX:

Call the BLM-NewsServiceFAX number from a fax machine or **touch-tone telephone** at 202-653-7289.

In **response** to **voice prompts**, **select** documents by pushing appropriate buttons on the phone or fax machine. A good place to start is by pressing "1" for the index of available...

?